

<b>FINAL</b>
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# CHAPTER 1-

## INTRODUCTION TO SAMS

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*Welcome to the SAMS User's Guide. This Chapter introduces the **Single Family Acquired Asset Management System (SAMS)** – what it is, how it works, and how to use it. Start here for a basic understanding of SAMS and a detailed description of the document contents.*



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## Chapter 1 contains:

### **Section 1.1 - SAMS User's Guide Standards**

*This section describes the layout and standard terminology used in this document and gives a brief description of each of the chapters and appendices.*

### **Section 1.2 - Single Family Acquired Asset Management System (SAMS)**

*This section introduces the major functional areas of the Single Family Acquired Asset Management System (SAMS), the SAMS Case Management and Accounting activities, and the SAMS automated interfaces.*

### **Section 1.3 - Using SAMS**

*This section provides details on accessing SAMS, recognizing standard SAMS screens, and navigating the system. It explains the SAMS menus, describes the standard look of SAMS data and search screens, the use of special keys and system shortcuts, and how to switch between Home Ownership Center (HOC) areas (M&Ms) within SAMS.*

# CONTENTS

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<b>1</b>	<b>INTRODUCTION TO SAMS</b>	<b>1-1</b>
<b>1.1</b>	<b>SAMS User's Guide Standards</b>	<b>1-1</b>
	Purpose	1-1
	Topics	1-2
	Chapter 1 – Introduction to SAMS	1-2
	Chapter 2 – Global Definitions	1-3
	Chapter 3 – Case Management	1-3
	Chapter 4 – Disbursements	1-4
	Chapter 5 – Form 1099-MISC Processing	1-5
	Chapter 6 – SAMS Archive Task	1-5
	Chapter 7 – Procurement Contracts	1-5
	Chapter 8 – Collections	1-6
	Chapter 9 – Rentals & Debt Management	1-6
	Chapter 10 – General Ledger	1-7
	Chapter 11 – SAMS Reports	1-7
	Appendices	1-9
	Format	1-10
	Processing Tasks	1-10
	Before You Begin	1-10
	Screen Options	1-10
	Procedure Table	1-11
	Procedure Table Components	1-11
	① Procedure Table Name	1-11
	② Data Field	1-11
	③ Valid Entries	1-12
	④ Description	1-12
	Procedure Table Notations	1-12
<b>1.2</b>	<b>Single Family Acquired Asset Management System (SAMS)</b>	<b>1-15</b>
	SAMS Functions	1-15
	Acquire Property Function	1-17
	Maintain Property Function	1-17
	Dispose of Property Function	1-17
	Monitor and Report Status of Inventory Function	1-18
	Case Management Process Activities	1-18
	Acquire Property Function	1-20
	Maintain Property Function	1-21
	Dispose of Property Function	1-22
	Monitor and Report Status of Inventory Function	1-23
	Accounting Process Activities	1-24

Maintain Accounting of Property .....	1-24
Acquire Property Function.....	1-24
Maintain Property Function .....	1-25
Dispose of Property Function .....	1-25
Receive and Post Collections.....	1-25
Maintain Property Function .....	1-26
Dispose of Property Function .....	1-26
Prepare and Post Disbursements and Issue Payments .....	1-26
Maintain Property Function .....	1-27
Maintain General Ledger .....	1-27
Maintain Property Function .....	1-27
Monitor and Report the Status of Inventory Function .....	1-28
SAMS Automated Interfaces .....	1-29
Computerized Home Underwriting Management System (CHUMS) Bi-weekly	
SAMS Export.....	1-31
Deloitte & Touche (D&T) Extract Monthly SAMS Export .....	1-31
Disbursement Service Center (DSC) Daily SAMS Import/Export.....	1-31
Electronic Funds Transfer (EFT) Daily SAMS Import/Export .....	1-31
Federal Reserve Wire Network (FEDWIRE) Collections Daily SAMS Import ...	1-31
Financial Transaction Repository (FTR) Monthly SAMS Export.....	1-31
Housing and Urban Development's (HUD's) Bank Daily SAMS Import .....	1-31
HUD GeoCoding Mapping System Daily Import/Export .....	1-32
Institutional Master File (IMF) Monthly SAMS Export.....	1-32
Internal Revenue Service (IRS) Quarterly SAMS Export .....	1-32
Kiosk Weekly SAMS Export.....	1-32
Lockbox Collections Daily SAMS Import/Export .....	1-32
Single-Family Miscellaneous Claims Insurance/Electronic Data Interface	
(A43C/EDI) Monthly SAMS Import .....	1-32
M&M Server Daily Export .....	1-34
National Training Institute Corporation (NTIC) Quarterly SAMS Export .....	1-34
Single-Family Claims Insurance (A43C-Claims Insurance) Daily SAMS Import	1-34
Single Family Data Warehouse (SDFW) Monthly SAMS Export .....	1-34
Single-Family Insurance-in-Force (IIF) Daily SAMS Import .....	1-35
Single-Family Insurance Title Evidence Daily SAMS Export .....	1-35
Single-Family Mortgage Notes (A80N) Monthly SAMS Import.....	1-35
Total Estimation and Allocation Mechanism (TEAM) Quarterly SAMS Export .	1-35
<b>1.3 Using SAMS.....</b>	<b>1-37</b>
Getting Started .....	1-37
System Authorization.....	1-37
Contractor Access .....	1-37
HUD Employees .....	1-38
SAMS User Profiles.....	1-39
Sign-on to SAMS.....	1-40

Before You Begin .....	1-40
Sign-on Process.....	1-41
Desktop Access.....	1-41
Direct Access for M&M Users .....	1-44
3270 Emulator Access .....	1-46
SAMS Menus.....	1-48
SAMS Main Menu (LMNM) Options .....	1-49
Data Entry (LMDE) Options .....	1-50
Main Accounting Menu (LMNA).....	1-51
Main Case Management Menu (LMMC) .....	1-51
Procurement Contracts (LMPR) Menu .....	1-51
Global Menu (LPMGL) .....	1-51
Tax Transmittals (LMTX) Menu .....	1-51
Main Table Maintenance Menu (LMMT) .....	1-51
Electronic Funds Transfer (LMRP) .....	1-52
Reports Retrieval Option .....	1-52
Data Base Search (LMSR) Option.....	1-53
Cash Collections Search Menu (LMCS).....	1-53
Global Search Menu (LMGS).....	1-54
Case Management Search Menu (LMSC) .....	1-54
Title Evidence Search Menu (LMSE).....	1-54
Lease Search Menu (LMSL).....	1-54
Archive Search Menu (LMAR) .....	1-54
Change Password.....	1-55
Sign-off SAMS .....	1-56
Moving Around in SAMS.....	1-57
Standard SAMS Screens.....	1-57
Standard Screen Layout .....	1-58
Sign-on Screens .....	1-59
Menu Screens.....	1-60
Menu Hierarchy .....	1-60
Menu Layout.....	1-62
Menu Options.....	1-63
Data-related Screen Types .....	1-63
Data Screen Layout.....	1-64
Query/Search Screens .....	1-65
Data Entry/ Update/Delete Screens .....	1-65
Look-up/Help Screens .....	1-65
Using SAMS Function and Special Keys .....	1-66
SAMS Function Keys .....	1-66
SAMS Special Keys.....	1-67
SAMS Key Lines .....	1-69
SAMS GOTO Routers .....	1-70
SAMS Expert Mode.....	1-71

Screen ID Structure.....	1-71
Menu IDs .....	1-71
Data Screen IDs .....	1-72
SAMS Screen Colors .....	1-73
<b>1.4 Getting Assistance.....</b>	<b>1-75</b>
Options.....	1-75
SAMS Help Desk.....	1-75
SAMS Bulletin Board.....	1-76
Access the SAMS Bulletin Board.....	1-76
Bulletin Board Options .....	1-77
View a Message .....	1-78
M&M Reporting Facility .....	1-80
Look-up Screen.....	1-81
Help Screens .....	1-81
SAMS Web .....	1-83
SAMS Release Abridged Notes.....	1-84
SAMS System Messages .....	1-84
Switch HOC Areas.....	1-85

# TABLES

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Table 1-1 Procedure Table Notations ..... 1-13

Table 1-2 SAMS Function Keys..... 1-66

Table 1-3 SAMS Special Keys ..... 1-67

Table 1-4 SAMS Screen Colors..... 1-73



# FIGURES

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Figure 1-1	Sample Procedure Table .....	1-11
Figure 1-2	Major SAMS Functions .....	1-16
Figure 1-3	SAMS Case Management Process .....	1-19
Figure 1-4	SAMS Automated Interfaces .....	1-30
Figure 1-5	Signon for CICS/ESA Screen .....	1-41
Figure 1-6	SAMS Sign On (QSNON) Screen .....	1-42
Figure 1-7	HUD Integrated Information Processing Service Screen.....	1-44
Figure 1-8	SAMS Main Menu (LMNM) Screen .....	1-49
Figure 1-9	Data Entry Menu (LMDE) Screen .....	1-50
Figure 1-10	Data Base Search Menu (LMSR).....	1-53
Figure 1-11	Signon for CICS/ESA Password Change Screen.....	1-55
Figure 1-12	SAMS Main Menu (LMNM) Screen Log Off.....	1-56
Figure 1-13	HUD Integrated Information Processing Screen Sign Off.....	1-56
Figure 1-14	Standard SAMS Screen Layout .....	1-58
Figure 1-15	Standard SAMS Sign On Screen Layout .....	1-59
Figure 1-16	SAMS Menu Hierarchy.....	1-61
Figure 1-17	Standard SAMS Menu Screen Layout .....	1-62
Figure 1-18	Sample Data Screen Layout .....	1-64
Figure 1-19	SAMS Bulletin Board Menu (LBMN) Screen.....	1-77
Figure 1-20	HUD Bulletin Board Query (QBBHD) Screen.....	1-78
Figure 1-21	HUD Bulletin Board Text Query (QBBDT) Screen .....	1-79
Figure 1-22	Field Ofc Security Maint Modify (SMFO) Screen .....	1-85



# 1 INTRODUCTION TO SAMS

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## 1.1 SAMS User's Guide Standards

### Purpose

This document summarizes the structure and purpose of the Single Family Acquired Asset Management System (SAMS) and describes the procedures required to effectively utilize SAMS. In non-technical terms, this document explains how to record information in the SAMS database, how to retrieve the stored SAMS information, how to search for specific information contained in the database, and how to use SAMS features to process information in an accurate and efficient manner. This document describes:

- *What* functions authorized personnel may initiate and perform
- *How* personnel may gain access to the system
- *How* personnel need to interact with the system (using standard procedures) to accomplish a desired task within a functional area
- *When* personnel may perform the desired task, activity, or function

### Note

While this document describes procedures that the U.S. Department of Housing and Urban Development (HUD) personnel follow when capturing, displaying, modifying, and deleting information in SAMS, it should not be construed that the procedures presented replace or represent official HUD policy.

### Topics

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This document is divided into three (3) logical topical areas:

- Introductory (**Chapter 1 – Introduction to SAMS**)
- Functional (**Chapter 2 – Global Definitions** through **Chapter 10 – General Ledger**)
- Reporting (**Chapter 11 – SAMS Reports**)

An overview of each of the chapters is provided here.

#### *Chapter 1 – Introduction to SAMS*

**Chapter 1 – Introduction to SAMS** describes the content and layout of the SAMS User's Guide and introduces SAMS - its purpose, structure, design, and functionality. The goal of the chapter is to provide a solid foundation in SAMS basics. Chapter 1 has three (3) sections:

**Section 1.1 - SAMS User's Guide Standards** describes the purpose, general content, and format of the document.

**Section 1.2 - Single Family Acquired Asset Management System (SAMS)** describes the purpose of SAMS and the general processes that serve as the base for the entire system. This section covers:

- SAMS functions
- Case Management and Accounting process activities
- SAMS automated interfaces

**Section 1.3 - Using SAMS** contains general information for using SAMS. This section covers:

- Methods for obtaining access and signing on and off of SAMS
- Basic security information and procedures for changing passwords
- SAMS screen basics such as standard layout and color coding
- SAMS navigation using function keys, GOTO routers, key lines, and the expert mode
- SAMS Help and bulletin board message usage
- Methods for switching Home Ownership Center (HOC) areas (M&M)
- General SAMS file upload/download procedures

### *Chapter 2 – Global Definitions*

**Chapter 2 – Global Definitions** describes in detail the tasks required to establish and maintain the name and address identifiers (NAIDs), contracts information, tax authority profiles, and standard SAMS codes (such as state codes or fund codes) that are an integral part of the SAMS processes. Chapter 2 has four (4) sections:

**Section 2.1 – SAMS Global Data** provides an overview of the types of data established and maintained through the Global Definitions screens.

**Section 2.2 - Establish and Maintain Name and Address Identifiers (NAIDS)** provides step-by-step instructions for creating, modifying, and deleting NAIDs within SAMS; for associating a NAID with one (1) or more HUD offices; for establishing and maintaining contracts for Payee NAIDs; for establishing tax authorities and tax bill time frames, and viewing NAID deactivation history.

**Section 2.3 - Search for Valid NAIDS** describes the steps required to locate specific information about a NAID in SAMS by business name, NAID, individual name, city, or zip code. In addition, instructions are provided for locating repair contractor or property manager information.

**Section 2.4 - Maintain Case Management, Accounting, and SAMS Codes** provides step-by-step instructions for entering and updating the Case Management, Accounting, and other codes required within SAMS.

### *Chapter 3 – Case Management*

**Chapter 3 – Case Management** describes the framework for tracking the progress of properties through the acquisition, maintenance, and disposition phases in SAMS. Chapter 3 has five (5) sections:

**Section 3.1 – Case Management Overview** introduces the activities that comprise the Case Management process.

**Section 3.2 – Acquire Property Case Management Tasks** provides step-by-step instructions for identifying, capturing, and recording the data associated with the tasks required to acquire a HUD property.

**Section 3.3 – Maintain Property Case Management Tasks** provides step-by-step instructions for identifying, capturing, and recording the data associated with the tasks required to maintain a HUD property in acceptable condition until HUD disposes of the property.

**Section 3.4 – Dispose of Property Case Management Tasks** provides step-by-step instructions for identifying, capturing, and recording the data associated with the tasks required to successfully dispose of a property.

**Section 3.5 – Monitor and Report Status of Inventory Case Management Tasks** provides step-by-step instructions for identifying, capturing, and recording data associated with the tasks required to establish case processing parameters or criteria, to monitor HUD property inventory, and to report the status of the HUD inventory.

### *Chapter 4 – Disbursements*

**Chapter 4 – Disbursements** describes in detail the procedures involved in identifying, capturing, and recording payment requests to ensure accurate reimbursement to the HUD and HUD-contractor service providers. Chapter 4 has eight (8) sections:

**Section 4.1 – Disbursements Overview** describes the Disbursements process and outlines the tasks required for processing disbursement requests and payments by HUD for goods and services to vendors, contractors, and service providers.

**Section 4.2 – Invoice Disbursements** describes the processing tasks and procedures required to produce and approve an invoice transmittal for payment.

**Section 4.3 – Tax Disbursements** describes the processing tasks and procedures required to establish tax accounts for each HUD-acquired property, pay real estate taxes and special assessments on those properties, track the tax payments, and create and approve tax transmittals for payment.

**Section 4.4 – Management and Marketing (M&M) Bill Disbursements** describes the processing tasks and procedures required to generate and approve M&M bill transmittals to pay property management bills each month for HUD single-family properties that are managed by private property management contractors.

**Section 4.5 – All Disbursements** describes the disbursement screens common to all transmittals, regardless of transmittal type, and the processing tasks and procedures required to reclassify disbursements that contain inaccurate information, to reject incomplete or inaccurate disbursements submitted for payment, and monitor the status of disbursements.

**Section 4.6 – Direct Disbursements** describes the processing tasks and procedures required to record disbursements that are made outside of SAMS. HUD needs to journalize these special transactions in SAMS that are handled manually by accounting personnel.

**Section 4.7 – Check Payments** describes the processing tasks and procedures used to create, issue, void, and reissue checks; and research and identify current and historical information on issued checks such as check recipient or check status.

**Section 4.8 – Electronic Funds Transfer Payments** describes the processing tasks and procedures required to approve, locate, cancel, and facilitate electronic funds transfer (EFT) payments to HUD payees.

### *Chapter 5 – Form 1099- MISC Processing*

**Chapter 5 – Form 1099-MISC Processing** describes in detail the processes and procedures involved in maintaining and printing the Internal Revenue Service 1099 Miscellaneous Processing Statements for vendors doing business with HUD. Chapter 5 has two (2) sections:

**Section 5.1 –Form 1099-MISC Processing** introduces the activities required to analyze, correct, verify, and print the **Form 1099 MISC** statements information.

**Section 5.2 – Produce and Maintain Form 1099-MISC** provides step-by-step instructions and illustrations of the screens accessed to maintain and print **Form 1099-MISC** information for non-tax-exempt vendors, contractors, and service providers (payees) receiving monies totaling \$600.00 or more during a single tax year for services provided to HUD.

### *Chapter 6 – SAMS Archive Task*

**Chapter 6 – SAMS Archive Task** describes in detail the processes and procedures involved in clearing old data from the active SAMS database and storing the data for retrieval on an as-needed basis. Chapter 6 has two (2) sections:

**Section 6.1 –About SAMS Archiving** provides an overview of the archiving process and documents the business rules, selection criteria, frequency, and record content governing the archive process.

**Section 6.2 – Locate, View, or Print Archived Case Information** provides step-by-step instructions for retrieving archived data and printing archive reports.

### *Chapter 7 – Procurement Contracts*

**Chapter 7 – Procurement Contracts** describes in detail the processes and procedures involved in maintaining contracts and purchase orders within the Maintain Property Case Management subprocess. Chapter 7 has two (2) sections:

**Section 7.1 –Procurement Contracts Overview** provides an introduction to the tasks involved in recording and maintaining information about vendor, closing agent, and contractor procurements awarded to maintain HUD's single-family property inventory. These may be contracts, purchase orders, or work orders.

**Section 7.2 – Procurement Contracts Tasks** provides step-by-step instructions and illustrations of the screens accessed to record, maintain, and print information about procurements awarded to vendors and contractors to maintain HUD's single-family property inventory; and to track expenditures against those procurements made in support of property management functions.

#### **Note**

Based on SAMS Release 5.2, the title and contents of **Chapter 7 – Procurement Contracts** were revised to reflect the new SAMS functionality. The original title for this chapter was **Chapter 7 – Contracts and Purchase Orders**.

### *Chapter 8 – Collections*

**Chapter 8 – Collections** describes in detail the processes and procedures involved in tracking and monitoring the money received by HUD. Chapter 8 has five (5) sections:

**Section 8.1 – Collections Accounting Process Overview** describes the SAMS collections processes and introduces the Lockbox and FEDWIRE Collections tasks.

**Section 8.2 – Lockbox Collections Task** describes the tasks involved in processing Lockbox Collections, beginning with the creation of a lockbox cash transmittal and ending with the posting of these transactions to the SAMS case accounts. Instructions are provided for reclassifying erroneous transactions, as well.

**Section 8.3 – FEDWIRE Collections Task** describes the tasks involved in processing FEDWIRE Collections, beginning with the download of a FEDWIRE (wire transfer) batch transaction file from the bank used by HUD to the Data Center and ending with the posting of these FEDWIRE transactions to the SAMS general ledger accounts. Instructions are provided for reclassifying erroneous transactions, as well.

**Section 8.4 – Direct Collections Task** describes the Single Family Acquired Assets Branch (SFAAB) and Single Family Accounting Branch (SFAB) responsibilities for tracking and monitoring single-family property cash deposits for HUD, beginning with the comparison of SAMS collections data to Cash Management Branch deposit information and ending with the reconciliation of deposit/debit voucher records.

**Section 8.5 – Collections Query Screens** describes in detail the query screens accessed in the Collections processes.

### *Chapter 9 – Rentals & Debt Management*

**Chapter 9 - Rentals & Debt Management** describes in detail the processes and procedures involved in capturing and recording data that identifies rental properties and the terms of the associated lease agreements for the Rentals & Debt Management process. Chapter 9 has two (2) sections:

**Section 9.1 – Rentals & Debt Management Overview** introduces the tasks involved in identifying rental properties, tracking rental information, and accounting for funds due HUD until they are collected for the properties leased through HUD.

**Section 9.2 - Maintain Property Lease** documents the tasks involved in recording and tracking leases held on HUD rental properties and establishing lease receivables records. This section provides step-by-step instructions and illustrations of the screens accessed to handle the tasks that fall within the Rentals & Debt Management function.



### *Chapter 10 – General Ledger*

**Chapter 10 – General Ledger** describes in detail the processes and procedures involved in handling the financial accounts involved with the SAMS processes. Chapter 10 has four (4) sections:

**Section 10.1 –General Ledger Overview** introduces the financial activities required to add or remove cases from SAMS property inventory, correct the financial classification of properties within the inventory, and outlines the four (4) main SAMS general ledger tasks.

**Section 10.2 - Capture and Record Acquisition Costs for Property** describes the accounting tasks involved in adding property to inventory and capturing and recording property acquisition costs.

**Section 10.3 – Correct Financial Classification of Property** describes the tasks required to correct property financial classifications, exclude property from active inventory, or terminate erroneous properties

**Section 10.4 – Close Accounting Period** describes the tasks required to reconcile property accounting entries, prepare manual journal entries, prepare manual accrual journal entries, prepare system-generated journal entries, post journal entries, prepare the trial balance, and close the accounting period.

**Section 10.5 – General Ledger Query** describes the tasks required to access and review the journal entries posted for a specific property and to review the monthly totals (roll-ups) by account, fund, and date of accounting period for the SAMS general ledger accounts sent to the HUD general ledger.

### *Chapter 11 – SAMS Reports*

**Chapter 11 – SAMS Reports** describes in detail the processes and procedures involved in tracking and monitoring the money received by HUD. Chapter 11 has seventeen (17) sections:

**Section 11.1 –SAMS Standard Reports** provides an overview of the conventions and methods used by the SAMS standard reports system

**Section 11.2 – Reporting Shell Features** describes how to use the menu options and function keys to navigate the HUD/SAMS NOMAD reporting shell and discusses the concept of report selection criteria.

**Section 11.3 – Run a SAMS Report** provides step-by-step instructions and illustrations of the screens accessed to run a standard SAMS report.

**Section 11.4 – Use the Report Browser** describes the browse feature of the HUD/SAMS NOMAD reporting shell used to preview reports prior to printing or downloading them.

**Section 11.5 – SAMS Upload/Download** describes the procedure for transferring data between the SAMS Mainframe and the user's PC/workstation and to the user's PC/workstation from the M&M server.

**Section 11.6 – Collection Application Group Report Detail** describes the selection criteria and report features for the most commonly used Collection Application Group reports.

*Chapter 11 –  
SAMS Reports  
(continued)*

**Section 11.7 – Case Management Application Group Report Detail** describes the selection criteria and report features for the most commonly used Collection Application Group reports.

**Section 11.8 – Disbursements Application Group Report Detail** describes the selection criteria and report features for the most commonly used Disbursements Application Group reports.

**Section 11.9 – Global Application Group Report Detail** describes the selection criteria and report features for the most commonly used Global Application Group reports.

**Section 11.10 – General Ledger Application Group Report Detail** describes the selection criteria and report features for the most commonly used General Ledger Application Group reports.

**Section 11.11 – Inventory Application Group Report Detail** describes the selection criteria and report features for the most commonly used Inventory Application Group reports.

**Section 11.12 – Marketing & Management Application Group Report Detail** describes the selection criteria and report features for the most commonly used Marketing and Management Application Group reports.

**Section 11.13 – Contracts & Purchase Orders Application Group Report Detail** describes the selection criteria and report features for the most commonly used Contracts & Purchase Orders Application Group reports.

**Section 11.14 – Rentals & Debt Management Application Group Report Detail** describes the selection criteria and report features for the most commonly used Rentals & Debt Management Application Group reports.

**Section 11.15 – REO Application Group Report Detail** describes the selection criteria and report features for the most commonly used Real Estate Owned (REO) Application Group reports.

**Section 11.16 – Taxes Application Group Report Detail** describes the selection criteria and report features for the most commonly used Taxes Application Group reports.

**Section 11.17 – 1099 Application Group Report Detail** describes the selection criteria and report features for the most commonly used 1099 Application Group reports.

### *Appendices*

In addition to the information provided in the main body of the document, the Appendices contain supporting documentation for SAMS:

**Appendix A – Terms and Acronyms** provides definitions for selected SAMS terminology and a list of abbreviations and referenced data entry codes with explanations.

**Appendix B – HUD Office Identifiers** lists the offices in each HUD Region by HOC area, and defines the case prefixes associated with each office

**Appendix C – Logical Operators** provides a brief explanation and examples for the inclusive and exclusive logical operator terms used to specify criteria for data searches and report generation within SAMS.

**Appendix D – Accounting Reference Codes** defines select accounting reference codes for Accounting Event, Extra Amenities Type, Chart of Accounts, Post Code, Fund Code, and Tax Type.

**Appendix E – Screen and Report Identifiers** lists each of the SAMS screens and standard reports by its unique identifier. The title and modes of operation are provided for each screen, as well as references to the menu or screen from which the screen can be accessed and the chapter in which the screen is described in detail. The title and application group is provided for each of the standard SAMS reports, as well as notations of the reports described in detail in **Chapter 11 – SAMS Reports**.

#### **Note**

The SAMS forms mentioned in this Guide are available on the HUDclips page ([www.hudclips.org](http://www.hudclips.org)) from [HUD@work](mailto:HUD@work) or from the Homes & Communities ([www.hud.gov](http://www.hud.gov)) page.

### **Format**

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Chapters 2 through 11 follow a standard format. Each of these chapters begins with an overview of the function covered by the chapter and an outline of the major activities handled within the function. In addition to illustrations of the SAMS processing screens, these chapters include subsections titled:

- Processing Tasks
- Before You Begin
- Screen Options
- Procedure Table

#### *Processing Tasks*

The *Processing Tasks* subsection identifies and describes the task to be performed (e.g., add a case, post a lockbox transaction, create an invoice transmittal). This subsection may include processing notes and reminders such as directions for different methods for accessing the screen.

#### *Before You Begin*

The *Before You Begin* subsection identifies the items, forms, and data that should be assembled in the immediate work area before beginning the task.

#### *Screen Options*

Presented within the *Screen Options* subsection are written descriptions of the alternative modes of operation (e.g., add, query, certify, summary) available for the screen. This subsection is helpful for understanding the instructions provided in the *Procedure Table* subsection.

**Procedure Table** The *Procedure Table* subsection defines the steps necessary for performing case management and accounting tasks (as they pertain to the subject screen). The *Procedure Table* subsection includes relevant instructions, comments, and other pertinent information that assist in finding, displaying, entering, modifying, certifying, and deleting data within the SAMS database. Figure 1-1 illustrates the standard components of the Procedure Table.

**① Table #-# Screen Name (CODE) Procedure Table**

② DATA FIELD	③ VALID ENTRIES	④ DESCRIPTION
⑤ * FIELD NAME		⑥ [REQUIRED] Description of required entry.  ⑦ <i>Note:</i> Text of note.
In the <i>add</i> mode press the ⑧ <ENTER> key. In the <i>query</i> , <i>modify</i> , and <i>delete</i> modes press the <F2> key.		
⑨ <b>Result:</b> Result description entry.		
⑩		System-generated; display only. System-generated, but may be modified.

**Figure 1-1 Sample Procedure Table**

**Procedure Table Components** The Procedure Table follows the layout of the associated screen and provides information on how to complete the screen's data fields. The Procedure table components are:

- ① Procedure Table Name
- ② Data Field
- ③ Valid Entries
- ④ Description

**① Procedure Table Name** The Procedure Table Name is based on the title of the screen or report described within the Procedure Table and its unique screen identifier or report code. For example, the procedures for the screen titled *Case Definition* are provided in *Table 3-2 Case Definition (CMC1) Procedure Table* in **Chapter 3 – Case Management**..

**② Data Field** The **Data Field** column of the Procedure Table shows the name of each field or column heading as it appears on the referenced SAMS screen or report. Where data displays on the screen without an associated field name, the field name is provided in brackets in the Procedure Table. For example: on *Table 3-4 Property Description (CMC2) Procedure Table* in **Chapter 3 – Case Management**, the property address displays on the screen below the Case Number field. The field names are shown in brackets as [Street Address] and {City, State, Zip}.

③ **Valid Entries** The **Valid Entries** column identifies the field size and data type (e.g., 3 alphanumeric characters, 8 digits) allowed for the SAMS data field. Clarification and valid entries for the field are provided, where applicable. The data types include:

<b>Alphabetic</b>	Alphabetic fields allow only letters of the English alphabet (e.g., a, C, y).
<b>Numeric</b>	Numeric fields allow only numerals (e.g., 1, 7, 9) and the entry of a decimal point ( . ), comma ( , ), dollar sign ( \$ ), or minus or negative sign ( - ).
<b>Alphanumeric</b>	Alphanumeric fields allow the entry of letters of the English alphabet (e.g., a, C, y), numerals (e.g., 1, 7, 9), and any special characters found on the keyboard (e.g., &, \$, %, /).

When a field requires a specific format for the data, it is documented in this area of the Procedure Table. The format is shown in bold-face type. For instance, a date field might specify the format as **YYYY-MM-DD** where YYYY represents the four-digit year (1925, 2002), MM represents the two-digit month (02, 12), and DD represents the two-digit day of the month (05, 31).

④ **Description** The **Description** column identifies pertinent information and instructions about the data element. Certain notations are highlighted in this column to assist the user in entering data or processing information. Table 1-1 provides examples of these standard notations.

**Procedure Table Notations** Special notations within the Data Field, Valid Entries, and Description areas of the Procedure Table assist the user in entering data or processing information. These notations are illustrated and described in Table 1-1.

⑤	*
⑥	<b>[REQUIRED]</b>
⑦	Note:
⑧	< <b>KEY</b> >
⑨	Result:
⑩	Shading

**Table 1-1 Procedure Table Notations**

Example	Explanation
⑤ *	An asterisk (*) preceding the field name indicates that a data field has a look-up screen associated with it. The look-up screen provides a list of the valid values or codes associated with the data field. This look-up function is referred to as the QMP option.
⑥ [REQUIRED]	The word [REQUIRED] encased in brackets and bolded indicates that processing on the screen can not be completed until a valid entry is made or displays in the field.
⑦ <b>Note:</b>	The word <b>Note</b> , bolded, followed by a colon, and followed by italicized text identifies additional information available to assist the user in correctly entering, modifying, or deleting values associated with the data field.
⑧ <ENTER>	The name of a key such as <ENTER> or <TAB> encased in carat symbols and bolded indicates that the user presses the key or key combination on the keyboard indicated within the carat symbols.
⑨ <b>Result:</b>	The word <b>Result</b> , bolded, and followed by a colon identifies the system response to the activity on the screen.
⑩	<p>Light gray shading on a row in a Procedure Table indicates that the entry in the field is system-generated or retrieved and displayed by SAMS. System-generated fields are usually protected (i.e., no data entry is allowed in the field).</p> <p><i><b>Note:</b> A data entry field may be protected (no data entry or modification allowed) during specific times throughout a SAMS process.</i></p>

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## 1.2 Single Family Acquired Asset Management System (SAMS)

### SAMS Functions

An understanding of the overall features and functions of SAMS and its relationship to HUD activities is necessary to effectively utilize SAMS. **Section 1.2 - Single Family Acquired Asset Management System (SAMS)** provides an overview of SAMS capabilities and functions.

The Single Family Acquired Asset Management System (SAMS) is an automated computer system developed specifically for the U.S. Department of Housing and Urban Development (HUD). SAMS primarily captures, records, and reports property-related data for single-family properties that have been acquired by, or are being maintained as, custodians of HUD. The single-family property-related data are stored in the SAMS database at the case (property) level. Data pertaining to individual properties may be accumulated and reported using different perspectives such as acquisition type, processing step, financial status, funding type, and Home Ownership Center (HOC) area inventory (i.e., the multi-state area covered by a single Management & Marketing contract).

HUD's Single-Family Asset Management field resources are organized around four (4) HOCs. Each HOC oversees operations in multiple states (replacing the pre-existing HUD field offices). Management and Marketing (M&M) contractor personnel administer operations in each HOC Area. M&Ms under contract to HUD market and manage HUD's single-family assets. Demographic information, including web addresses, for the current M&M contractors is available from the *Management and Marketing (M&M) Contractors and Information* link on the Homes & Communities page ([http://www.hud.gov/offices/hsg/sfh/reo/reo\\_home.cfm](http://www.hud.gov/offices/hsg/sfh/reo/reo_home.cfm)).

#### Note

Any changes to HUD business practices that affect SAMS' processes, screens, or reports will be documented in subsequent versions of this document.

SAMS supports the major functions that are necessary to manage the day-to-day operations associated with the HUD single-family inventory of properties. The four (4) major functions supported by SAMS are:

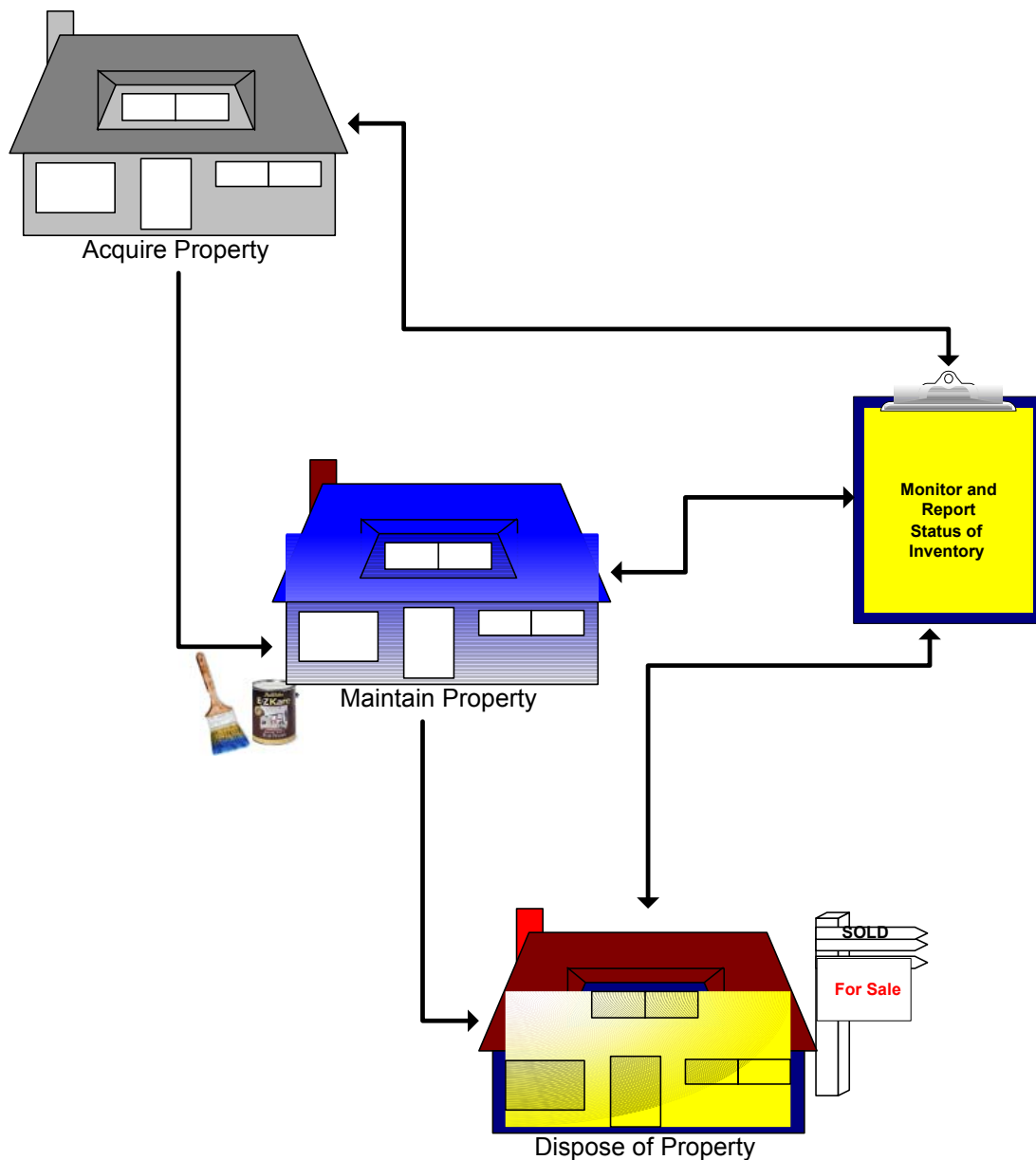
- Acquire Property
- Maintain Property
- Dispose of Property
- Monitor and Report Status of Inventory

SAMS functions are integrated to allow processing across the four (4) functional areas. The tasks and activities that support the Case Management and Accounting processes are interdependent and integrated throughout the functional areas of SAMS. For example, Case Management tasks that support tracking of financial obligations (an Accounting process) occur in the Acquire, Maintain, and Dispose of Property

functions.

An overview of these functions and processes is provided in the **Acquire Property Function**, **Maintain Property Function**, **Dispose of Property Function**, **Monitor and Report Status of Inventory Function**, and the **Case Management Process Activities**, and **Accounting Process Activities** subsections.

Figure 1-2 illustrates the SAMS functions, their processing dependencies, and their interactions.



**Figure 1-2 Major SAMS Functions**

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### *Acquire Property Function*

The Acquire Property function captures data associated with the property acquisition tasks within SAMS. This information identifies:

- Each property being acquired (or previously acquired) by HUD and includes a description that distinguishes the property from others in the inventory
- The claim amount paid by HUD to the mortgagee in exchange for HUD's acquisition of the property and the placement of the property in the single-family inventory (the amount is recorded in financial accounts)
- The results of an inspection of the property to ascertain its physical condition or status
- The results of an independent appraisal that establishes the market value of the property
- The receipt of title evidence and its review for accuracy and completeness

### *Maintain Property Function*

The Maintain Property function captures data associated with the tasks required to maintain a property in good physical condition and retain its financial value until HUD can successfully dispose of it through a sale or reconveyance. This information identifies:

- The method (e.g., direct sale) used to dispose of the property
- The repairs that HUD elects to do to restore the physical condition and enhance the value of a property
- The reassignment of one (1) or more properties to a different property manager or HUD office
- Properties ready to be listed for sale
- Rented properties and the terms of the associated lease agreement
- Contracts and purchase orders issued by HUD to authorized vendors contractors, and service providers of the goods and services necessary to ensure that the HUD inventory of single-family properties remain in acceptable physical condition and retain their value
- The collections of monies due to HUD such as rents, security deposits, etc.
- The payments made to authorized vendors, contractors, and service providers for goods received and services relative to HUD single-family properties

### *Dispose of Property Function*

The Dispose of Property function records data associated with the tasks required to successfully dispose of a HUD property. This information identifies:

- The properties listed for sale
- Whether a preliminary offer was accepted for the sale of a property
- Whether any bids have been received for a property
- The status (active, extended, or canceled) of a sales contract accepted by HUD for a property
- The settlement terms accepted by HUD for closing the sale of a property
- The properties sold (including accounting to ensure that all of the monies that are due HUD have been received, all of HUD's outstanding obligations have been paid, and the financial accounts on the property are reconciled)
- The monies collected and expended to acquire, maintain, and dispose of properties within the single-family property inventory

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### *Monitor and Report Status of Inventory Function*

The Monitor and Report Status of Inventory function records data associated with the tasks required to establish case processing parameters or criteria in SAMS. This information is used to monitor and report the status of a property or set of properties within the HUD single-family property inventory using various selection criteria.

HUD management sets the parameters used to monitor cases that exceed the specified processing time limits. SAMS, through the NOMAD Reporting Shell, produces reports that may be used to identify properties that exceed expected processing times and respond to trends that may affect disposition strategies.

---

### **Case Management Process Activities**

HUD management monitors eleven (11) of the Case Management tasks (Step 0 through Step 10) based on the step or position that a case or property has attained in the process. The ten-step sequence is the foundation of the Case Management Process structure in SAMS. Figure 1-3 illustrates the way in which a property moves through the ten steps. The shadowed boxes represent the functional areas into which the various tasks fall. A property (or case) moves through the tasks in the direction indicated by the arrows on the diagram. A property may skip or repeat a task based on:

- The physical condition of the property
- The information available to the user about the property
- The method of disposal for the property
- The sales offers for the property

Required, optional, and repeated tasks are noted in this chapter, where applicable.

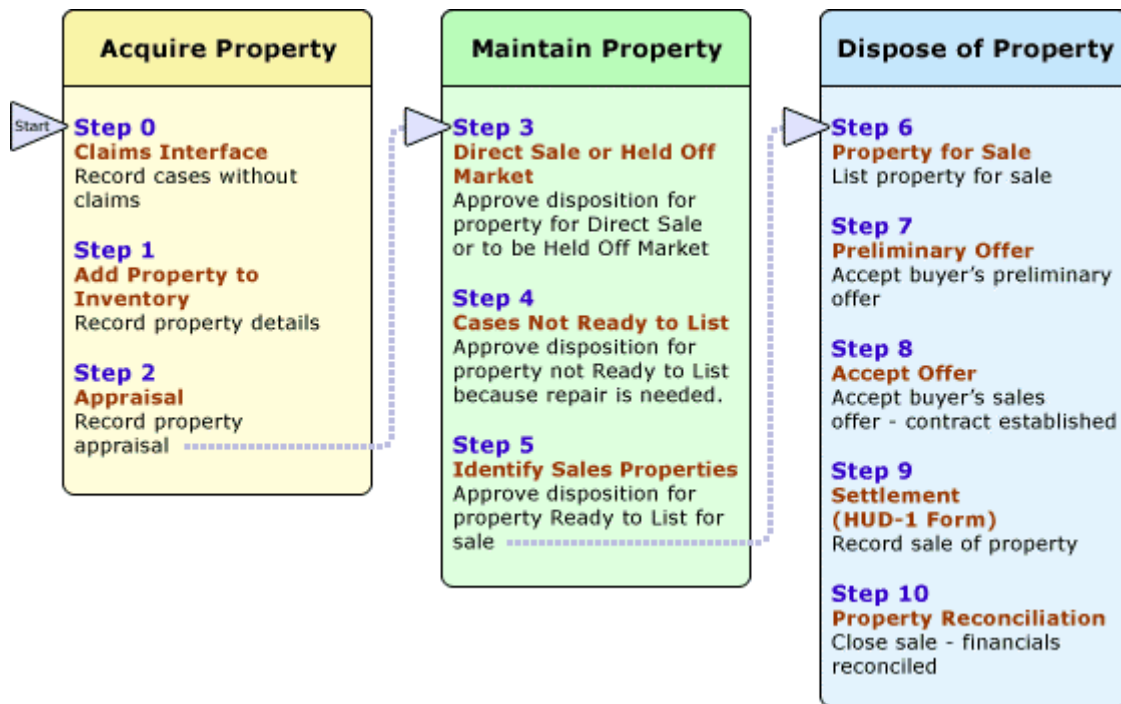


Figure 1-3 SAMS Case Management Process

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### *Acquire Property Function*

The four Case Management tasks in the Acquire Property function are:

1. Record Cases Without Claims (**STEP 0**)
2. Add Property to Inventory (**STEP 1**)
3. Record Inspection of Property
4. Verify and Approve Title of Property
5. Record Appraisal of Property (**STEP 2**)

Tasks 1 and 2 add a property to the single-family property inventory through:

1. HOC Area (M&M Contractor) personnel
2. The A43C-Claims Insurance interface (refer to the Maintain Accounting of Property subsection)
3. Accounting personnel (refer to the Accounting Process Activities)

Adding a property to the single-family property inventory establishes a case in SAMS. After the property is added, a physical inspection and an appraisal of the property must be performed to ascertain the property's physical condition and market value, respectively. Meanwhile, research is conducted to determine the accuracy and completeness of the title (i.e., the legal document transferring ownership and the title evidence).

#### **Note**

The legal owner should be HUD, except for custodial properties.

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### *Maintain Property Function*

The Maintain Property tasks are the second set of tasks performed within the Case Management Process and are initiated after a property has been inspected and appraised. The seven (7) Case Management tasks in the Maintain Property function are:

1. Determine Method to Dispose of Property (**STEP 3**)
2. Identify and Approve Repairs to Property (**STEP 4**)
3. Reassign Property to a Different Property Manager or HOC Area
4. Maintain Contracts and Purchase Orders
5. Maintain Property Leases
6. Identify Properties that are Ready to be Listed for Sale (**STEP 5**)
7. Reanalyze Disposition of Property

The first task requires the evaluation of the current status of the property to determine the most effective and efficient method of disposing of the property. There are four (4) primary methods of disposing of a HUD property:

- An auction (for one or more properties)
- A bulk sale (for several properties)
- An advertised sale (for a specific property)
- A direct sale (for a single property)

Properties in acceptable physical condition and deemed to be *saleable* in the local real estate market are made ready for sale and advance to the Dispose of Property function.

Some properties cannot be disposed of quickly. For example: a glutted housing market or extremely high interest rates may cause a property to linger in the HUD inventory. If the property is in acceptable condition, it may be rented or leased until the market is more favorable. A property in poor physical condition may need time-consuming repairs before it can be sold.

To ensure that properties remain in good physical condition and retain their value, HUD hires contractors to assist in the management and maintenance of the properties until they are sold.

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### *Dispose of Property Function*

Once a property is listed for sale, it falls within the Dispose of Property function. The Case Management tasks within this function are:

1. List Property for Sale (**Step 6**)
2. Record Bids Received
3. Accept Preliminary Offer for Property (**Step 7**)
4. Accept Sales Offer/Contract (**Step 8**)
5. Record Sale or Settlement of Property (**Step 9**)
6. Close Property Record (**Step 10**)
7. Archive Property Record

After listing the property for sale, the bids (for properties assigned to auctions and bulk sales) and preliminary offers (for properties assigned to advertised or direct sales) received are entered in SAMS. A sales contract is drafted once HUD receives a full offer or determines that a less than full offer is reasonable.

After any issues concerning the sales contract are resolved and HUD accepts the terms of the contract, the property is considered sold and removed from the sales listing.

In some cases a property lingers on the market too long, sustains damage while awaiting an offer, or has a sale cancelled. For these properties, the case analysis and dispose of property tasks must be repeated. Reanalysis moves a case from step 7, 6, 5, 4, or 3 back to step 2 and a new disposition program is created. A cancelled sale moves the case back to step 2, step 5, or step 7. The case moves to:

- Step 2 for a new disposition to be generated
- Step 5 where the property is simply re-listed after a sales contract is canceled
- Step 7 where a backup offer on a property listed for sale is accepted

The case repeats (or loops through) the reanalysis and dispose of property tasks until the property is finally disposed of or sold. When the buyer and the seller accept a sales contract, the disposal of the property is considered final. Not long after the acceptance of the contract (typically between one month and three months), the buyer and seller (i.e., HUD) go to settlement. The buyer and seller (HUD) will have verified that the property:

- Is in acceptable condition
- Is legally the seller's to sell (i.e., HUD holds the title)
- Has no unknown encumbrances on the title
- Is ready to be conveyed to the buyer

Next, the buyer's agent verifies that the buyer has obtained all of the monies needed to complete the sale and arranges a closing date with HUD's closing agent. A **HUD-1 Settlement Statement** form is prepared by the closing agent and reviewed by the M&M Contractor in advance of the closing. The **HUD-1 Settlement Statement** form documents monies paid to and by the seller and buyer for the property that is being sold.



## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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After closing takes place, data from the **HUD-1 Settlement Statement** form is entered into SAMS. After monies due from the buyer are received (in most cases via a U.S. Treasury wire transfer), the financial accounts of the sold property are reconciled. If no outstanding sales proceeds are due (i.e., the net amount on the **HUD-1 Settlement Statement** form has been received), the records associated with the property are considered closed and the property is removed from the active single-family property inventory.

After two years, provided there is no additional activity on the property (i.e., no additional case management or accounting tasks are performed), the records associated with the property are archived. As a result of the archive process, all related case management and accounting data records are removed from the SAMS database. Information on archived cases may still be accessed in SAMS as needed through archive screens and reports. A detailed description of the archive process is contained in **Chapter 6 – Archive Process**.

### *Monitor and Report Status of Inventory Function*

The Monitor and Report Status of Inventory function captures data associated with the tasks required to establish case processing parameters in SAMS, track the status of cases, or report on the status of cases. The three (3) Case Management tasks associated with this function are:

1. Set Processing Parameters for Inventory
2. Enter Criteria and Report Status of Inventory
3. Enter Criteria and Report the Classification of Inventory

The tasks associated with this function may be performed at any time. They are independent of the other tasks in the Case Management process. The first task allows HUD management to set the processing parameters or criteria that will be used to monitor the progress of properties through the processing steps and to report exceptions that exceed the specified processing time limits.

#### **Note**

Refer to **Chapter 11 – SAMS Reports** for a detailed description of the SAMS reporting process.

HUD and M&M Contractor management enter selection criteria and run queries to determine the processing status of one or more properties within the HUD single-family inventory of properties. Entering different criteria allows HUD and M&M Contractor management to determine how many and what kind of properties comprise the HUD single-family inventory of properties at a specified point in time.

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## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### **Accounting Process Activities**

SAMS captures information regarding the financial transactions associated with the acquisition, maintenance, and disposal of single-family properties owned or managed by HUD. The tasks involved in capturing, recording, and reporting these financial transactions through SAMS are collectively referred to as the Accounting Process. There are four (4) distinctively different subprocesses within the Accounting Process. These subprocesses are:

1. Maintain Accounting of Property Inventory
2. Receive and Post Collections
3. Prepare and Post Disbursements and Issue Payments
4. Maintain General Ledger

The Accounting and Case Management tasks are integrated and allow information sharing between both processes.

### *Maintain Accounting of Property*

The Maintain Accounting of Property subprocess allows authorized Headquarters accounting personnel to:

- Add new properties or cases to the SAMS active inventory
- Change the financial classification of properties or cases in the SAMS active inventory
- Remove properties or cases from the SAMS active inventory

In addition, the system captures and records acquisition costs for the properties within the SAMS inventory from other HUD automated systems (e.g., A43C-Claims Insurance interface, and A43C-Miscellaneous Claims Insurance interface).

### *Acquire Property Function*

The two (2) accounting tasks associated with the Maintain Accounting of Property Inventory subprocess within the Acquire Property function are:

1. Add Property to Inventory
2. Capture and Record Acquisition Costs for Property

The Maintain Accounting of Property Inventory subprocess, as part of the Acquire Property functions, allows authorized Headquarters accounting personnel to add new properties or cases to the SAMS single-family active inventory so that they can enter the acquisition costs associated with these properties.

#### **Note**

HOC Area personnel add the non-financial data that uniquely identifies and describes these properties (as noted under the Case Management processes).

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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SAMS also receives acquisition costs from other HUD automated systems (i.e., A43C-Claims Insurance interface, and A43C-Miscellaneous Claims Insurance interface) and posts them as journal entries to the SAMS General Ledger. In addition, the A43C-Claims Insurance interface adds properties to the SAMS single-family active inventory if the properties are not currently recorded in SAMS.

### ***Maintain Property Function***

The Accounting task associated with the Maintain Accounting of Property Inventory subprocess of the Maintain Property function is:

- Correct Financial Status of Property

The Maintain Accounting of Property Inventory subprocess, as part of the Maintain Property function, allows authorized Headquarters accounting personnel to change the financial classification of properties or cases in the SAMS active inventory. The only maintenance-related accounting task is Correct Financial Status of Property.

### ***Dispose of Property Function***

The Maintain Accounting of Property Inventory subprocess, as part of the Dispose of Property function, allows authorized Headquarters accounting personnel to remove properties or cases from the SAMS active inventory. The *termination* of a property permanently removes a property from active inventory. After a property is sold, this subprocess also reconciles any outstanding accounts on the property. If the accounts sum to zero, the sold property is considered reconciled and its status in the SAMS inventory is set to *closed*. The three (3) disposal-related accounting tasks within the Maintain Accounting of Property Inventory subprocess are:

1. Terminate Erroneous Property
2. Close Accounting Period
3. Archive Property

Cases that have been in Step 10, and then subsequently without accounting activity for two (2) years are designated for archive and removed from SAMS. As a result of the archive process, all related case management and accounting data records are removed from the SAMS database. A detailed description of the archive process is contained in **Chapter 6 - Archive Process**.

### ***Receive and Post Collections***

The Receive and Post Collections subprocess requires SAMS to capture, record, and report the receipt of monies (which is represented by financial transactions that are posted as journal entries to the SAMS General Ledger) from involved parties (e.g., contractors, tenants, purchasers, real estate agents, and mortgage-related organizations) via external automated systems (i.e., Lockbox and FEDWIRE interfaces) and data entry by authorized Headquarters accounting personnel.

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### ***Maintain Property Function***

The Receive and Post Collections subprocess, as part of the Maintain Property function, requires SAMS to capture, record, and report the receipt of monies (represented by financial transactions that are posted as journal entries to the SAMS General Ledger) from involved parties (e.g., contractors, tenants, purchasers, real estate agents, and mortgage-related organizations) via an external automated system (i.e., Lockbox interface) and by authorized Headquarters accounting personnel via the Cash Receipt (CLHR) screen, illustrated and described in detail under **Cash Receipt (CLRH) Screen in Chapter 8 - Collections**. The one maintenance-related accounting task within the Receive and Post Collections subprocess is: Capture, Collect, and Record Rents and other Receivables.

### ***Dispose of Property Function***

The Receive and Post Collections subprocess, as part of the Dispose of Property function, requires SAMS to capture, record, and report the receipt of monies (represented by financial transactions that are posted as journal entries to the SAMS General Ledger) from involved parties (e.g., real estate agents, closing agents, purchasers, mortgage-related organizations) via an external automated system (i.e., FEDWIRE interface). The one disposal-related accounting task within the Receive & Post Collections subprocess is Capture, Collect, and Record Property Settlement Proceeds.

### ***Prepare and Post Disbursements and Issue Payments***

The Prepare and Post Disbursements and Issue Payments subprocess allows authorized personnel to prepare disbursements or payments for refunds, taxes, fees, or goods and services to authorized contractors, taxing authorities, and others. When approved, SAMS posts these disbursements or payments as journal entries to the SAMS General Ledger. A predetermined number of days before the due date, SAMS issues payments by the Electronic Funds Transfer (EFT) method through the U.S. Department of the Treasury or by check (prepared by the Disbursement Service Center contractor). At the end of the tax year, SAMS prepares IRS Tax **Form 1099-MISC Miscellaneous Income** for those vendors, contractors, and service providers who received monies for services provided to HUD and are required to report this income to the Internal Revenue Service (IRS).

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### ***Maintain Property Function***

The Prepare and Post Disbursements and Issue Payments subprocess, as part of the Maintain Property function, allows authorized personnel to produce an accurate and complete payment to a vendor, contractor, service provider, taxing authority, property manager, or other payee. SAMS also performs certain accuracy and completeness checks of the M&M bill, invoice, and tax bill data; and enforces separation of duty and access limitation on users authorizing disbursements. At the end of each tax year, SAMS captures and records data necessary to **produce Form 1099-MISC Miscellaneous Income** for those property managers, vendors, contractors, and service providers who have received reportable revenue (i.e., payment) from HUD. The five (5) maintenance-related accounting tasks within the Prepare and Post Disbursement and Issue Payments subprocess are:

1. Verify M&M Bills and Prepare Transmittals
2. Verify Invoices and Prepare Transmittals
3. Verify Tax Bills and Prepare Transmittals
4. Prepare and Issue Payments (checks or Electronic Funds Transfers)
5. Prepare and Issue 1099s

### ***Maintain General Ledger***

To accurately report the receipt of monies due HUD and payments made by HUD, authorized accounting personnel create and post journal entries to document the type and amount of the transaction. These journal entries are used to produce financial reports that identify:

- The number, type, and cost (in dollars) of properties currently recorded on the SAMS database
- The current profit and loss (in dollars) calculated for properties within the HUD single-family inventory
- The number, type, and dollar amounts of monies received
- The number, type, and dollar amounts of monies due HUD
- The number, type, and dollar amounts of monies paid by HUD
- The status of current, fiscal year-to-date, and inception-to-date financial accounts (based on an aggregate or roll-up of each property's journal entries)

### ***Maintain Property Function***

The Maintain General Ledger subprocess, as part of the Maintain Property function, allows authorized personnel to prepare and verify journal entries (resulting from case management and other accounting activities being performed); and record or post the verified journal entries to the SAMS General Ledger. Periodically, authorized accounting personnel will request a trial balance of the accounts in the SAMS General Ledger, and will prepare the necessary adjusting and closing journal entries necessary to balance and close the books for an accounting period. Accounting personnel can also request reports to be generated that accurately and completely represent the effects of financial and property management-related activities during an accounting period.

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### **Maintain Property Function** (continued)

The six (6) maintenance-related accounting tasks within the Maintain General Ledger subprocess are:

1. Prepare Manual Journal Entries
2. Prepare Manual Accrual Journal Entries
3. Prepare System-Generated Journal Entries
4. Post Journal Entries
5. Prepare Trial Balance
6. Close Accounting Period

### *Monitor and Report the Status of Inventory Function*

The three (3) accounting tasks within the Monitor and Report the Status of Inventory function are:

1. Set Processing Criteria for Inventory
2. Select Criteria and Report Financial Status of Inventory
3. Select Criteria and Report the Financial Classification of Inventory.

The first task within this function allows HUD financial management to set the parameters or criteria that will be used by SAMS to monitor the financial classification and status of single-family properties in the SAMS database and report exceptions that exceed the specified criteria. These tasks may be performed at any time during the Accounting process.

During their monitoring efforts, HUD financial management requests NOMAD reports or performs queries to ascertain:

- The financial status of one or more types of financial transactions within the SAMS General Ledger, or
- How many and what kind of financial transactions have been recorded within a specified period, or
- Cases or properties that comprise the HUD single-family inventory of properties at a specified period in time

#### **Note**

Refer to **Chapter 11 – SAMS Reports** for information on running SAMS reports.

### **SAMS Automated Interfaces**

SAMS receives data from other automated information systems on a daily basis. This information is entered into SAMS and made available to authorized SAMS personnel. SAMS also sends data to other automated systems. Figure 1-4 illustrates the exchange of data between SAMS and other automated systems. The arrow indicates the direction the data flows (e.g., into SAMS, from SAMS) and the notation on the arrow indicates the type of data transferred.

The SAMS automated interfaces shown in Figure 1-4 and described in the following subsections are:

- A43C/EDI (Single-Family Miscellaneous Claims Insurance/Electronic Data Interface)
- Computerized Home Underwriting Management System (CHUMS)
- Deloitte & Touche (D&T) Extract
- Disbursement Service Center (DSC) Payments
- Electronic Funds Transfer (EFT)
- Federal Reserve Wire Network (FEDWIRE) Collections
- Financial Transaction Repository (FTR)
- Housing and Urban Development's (HUD's) Bank
- HUD GeoCoding Mapping System
- Institutional Master File (IMF), also known as F51
- Internal Revenue Service (IRS)
- Kiosk
- Lockbox Collections
- M&M Server
- National Training Institute Corporation (NTIC)
- Single-Family Insurance Claims (A43C-Claims )
- Single Family Data Warehouse (SFDW)
- Single-Family Insurance-in-Force (IIF)
- Single Family Insurance Title Evidence
- Single-Family Mortgage Notes (A80N)
- Total Estimation and Allocation Mechanism (TEAM)

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

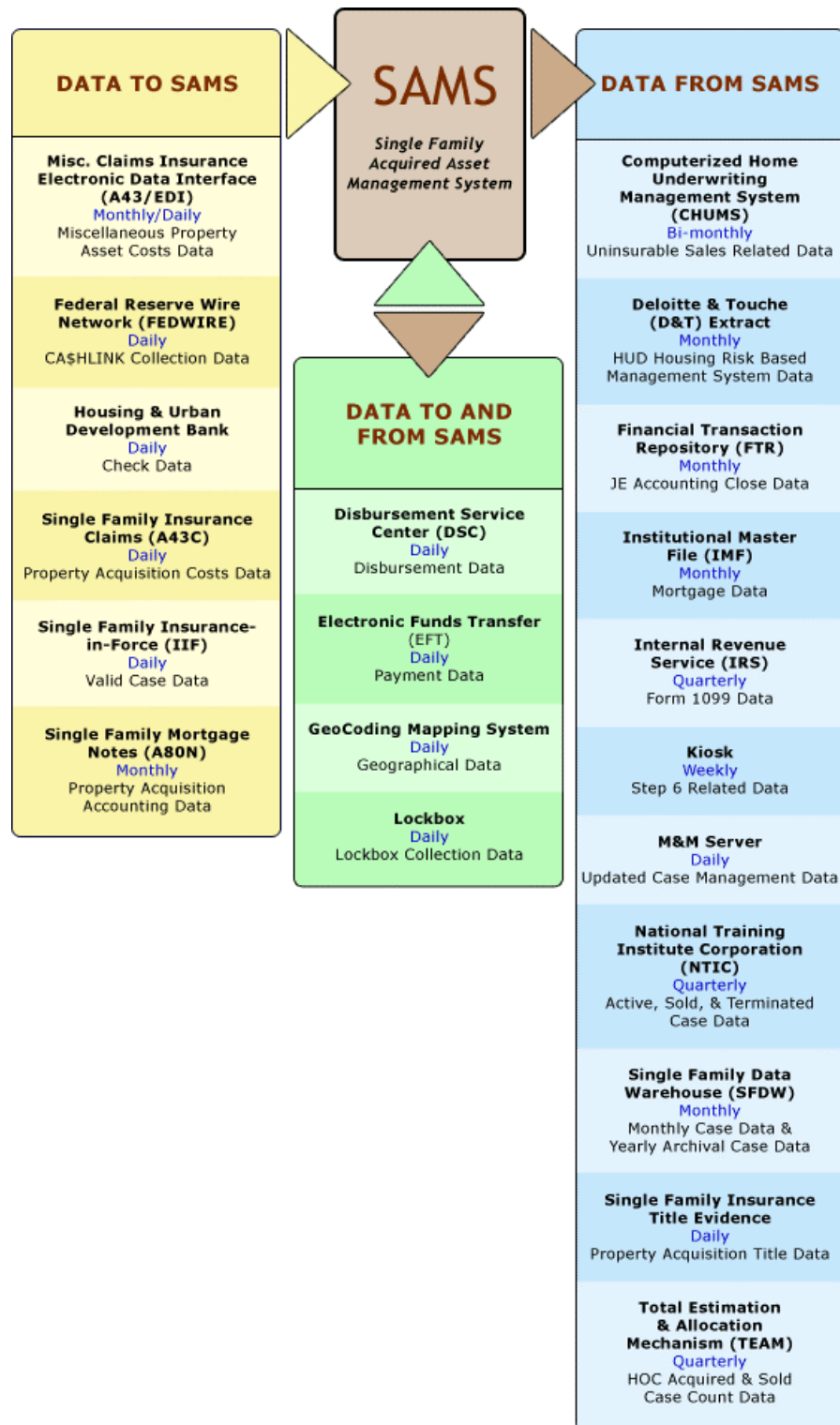


Figure 1-4 SAMS Automated Interfaces



## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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<i>Computerized Home Underwriting Management System (CHUMS) Bi-weekly SAMS Export</i>	Bi-monthly (first and third Friday) SAMS exports selected case information to the Computerized Home Underwriting Management System (CHUMS) through the CHUMS interface. The purpose is to notify HUD's FHA Application Processing staff of properties that have been programmed as uninsurable (Disposition Program Type = AU for auction, DR for direct sale, UI for uninsured, or BU for bulk sale when the 203I flag is N for No and the Insurable Flag is not Y for Yes). Sales related data are identified so that CHUMS staff is alerted when an appraisal is received representing ten percent (10%) more than the sales price.
<i>Deloitte &amp; Touche (D&amp;T) Extract Monthly SAMS Export</i>	Monthly ad hoc jobs execute to provide SAMS data to Deloitte & Touche (D&T) and generate six (6) reports. The data extract is used to populate HUD's Housing Risk Based Management System.
<i>Disbursement Service Center (DSC) Daily SAMS Import/Export</i>	<p>The Disbursement Service Center (DSC) interface provides transmittal and check data to SAMS. This file is uploaded to SAMS on a daily basis from the Service Center. The data on this file update the check table, tie the check numbers to the transmittals, and liquidate accounts payable and journal entries.</p> <p>SAMS provides disbursement payment data to the Service Center through the SAMS Transmittal Disbursement interface. The Service Center downloads this transmittal file from SAMS on a daily basis. The data on this file contain tax bill, invoice, and property manager bill transmittals to be paid by check rather than through EFT.</p>
<i>Electronic Funds Transfer (EFT) Daily SAMS Import/Export</i>	The Electronic Funds Transfer (EFT) interface provides transmittal payment data on a daily basis to the U.S. Treasury for payment to contractors, tax authorities, and others through the Treasury's EFT system. Following the successful completion of the payment transaction, data used to liquidate the accounts payable and case journal entries are returned to SAMS.
<i>Federal Reserve Wire Network (FEDWIRE) Collections Daily SAMS Import</i>	The FEDWIRE Collections Interface provides electronic financial transactions regarding the receipt of monies from involved parties (e.g., buyer, mortgagor, settlement agents, closing agents) who owe money to HUD. These transactions are primarily the result of monies due to HUD at settlement or the closing of a HUD-owned property. The FEDWIRE Collections interface file requires a transmission to SAMS by authorized single-family acquired assets personnel on a daily basis from the Cash Management Branch's Cash Control Accounting and Reporting System (CCARS). (Refer to <b>Chapter 8 - Collections</b> for a more detailed description of how these data are verified, and posted on-line.)
<i>Financial Transaction Repository (FTR) Monthly SAMS Export</i>	Each month SAMS exports data through the Financial Transaction Repository (FTR) interface, to create a data file of all accrual and journal entry records for the most recent Accounting Close period.
<i>Housing and Urban Development's (HUD's) Bank Daily SAMS Import</i>	SAMS imports check status information (e.g., check number, check status, check amount, cleared date) from HUD's Bank on a daily basis.

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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<i>HUD GeoCoding Mapping System Daily Import/Export</i>	<p>The A15 GeoCoding Service Center provides a repository of geographic data identifying localities where HUD does business. The localities include HUD Regions, States, Counties, Localities, Congressional Districts, HUD Field Offices, HUD Indian Offices and Regions, and Metropolitan Statistical Areas. The geographic coordinates for properties are used to determine whether or not a case falls within a HUD revitalization area. On an daily basis, SAMS exports data to the HUD GeoCoding Mapping System and imports revitalization area designations matched to properties being acquired by HUD. The HUD GeoCoding Mapping System provides such information as Census Tract, FIPS State Code, County Code, Metropolitan Statistical Area, and Congressional District. The address validation and revitalization flags are set in the GeoCoding process.</p>
<i>Institutional Master File (IMF) Monthly SAMS Export</i>	<p>Through the Institutional Master File (IMF) interface SAMS provides the data essential to validate and verify information needed to communicate with mortgagees. This interface runs monthly.</p>
<i>Internal Revenue Service (IRS) Quarterly SAMS Export</i>	<p>Based on <i>Publication 1220</i> for tax year 2002; SAMS provides a tape file to the Internal Revenue Service (IRS) of <b>Form 1099</b> data on a quarterly basis.</p>
<i>Kiosk Weekly SAMS Export</i>	<p>SAMS generates three (3) data files of step 6-related data and sends it to the SAMS M&amp;M Server on a weekly basis. The first file is for HUD Kiosk and contains all cases that meet the following conditions: active step 6, non-custodial, not held off the market</p> <p>The second file contains cases in step 6 and shows the cumulative days in step 6. These files meet the following conditions: active step 6, non-custodial.</p> <p>The third file contains all active step 6 cases that have not been included in any weekly Step 6 180+ days file (One Dollar Homes). This file is segregated by M&amp;M area and is made available for each M&amp;M area server site.</p>
<i>Lockbox Collections Daily SAMS Import/Export</i>	<p>Each day the Lockbox Collections interface provides financial transaction data from HUD's Cash Management Branch (CMB) regarding the receipt of checks from involved parties (e.g., renters, buyers) for payments made to HUD. The monies are collected and are preprocessed by a lockbox contractor. Refer to <b>Chapter 8 - Collections</b>, for a more detailed description of how these data are loaded, verified, and posted on-line.</p>
<i>Single-Family Miscellaneous Claims Insurance/Electronic Data Interface (A43C/EDI) Monthly SAMS Import</i>	<p>The A43C-Miscellaneous Claims Insurance interface consists of files received from the Single-Family Notes Branch (SFNB) within HUD and uploaded to SAMS from the SFNB within HUD on a monthly basis. This import also includes Miscellaneous Claims Disbursements and Miscellaneous Claims Adjustments and Receivables. (Refer to <b>Chapter 10 – General Ledger</b>, for a more detailed description of how these data are loaded, verified, and posted on-line.)</p> <p>The Electronic Data Interface (EDI) provides new case data, on a daily basis to SAMS from mortgagees' electronic claims submissions. The data are uploaded to SAMS and held until matched with case data input from the Single Family</p>

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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Insurance-in-Force (IIF) and/or the A43C-Claims Insurance interfaces.

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### *M&M Server Daily Export*

HUD maintains the M&M Server to provide HOC and M&M users with comprehensive case data on a daily basis. Every night, an extract of case data from the SAMS mainframe is copied to the web-based M&M Server, gathered into report format, and sorted into appropriate HOC Area categories. The extract is taken after the close of business. Using FTP software to connect to the M&M Server, users access and download data for their HOC Area, retaining the information in Microsoft Excel or Microsoft Access format.

### *National Training Institute Corporation (NTIC) Quarterly SAMS Export*

SAMS exports three (3) data files (active records, records that closed within the last three months, and records that have terminated within the last three months) and a text-based cover sheet that describes the file content, layout, and related record counts to the National Training Corporation (NTIC) on a quarterly basis.

### *Single-Family Claims Insurance (A43C-Claims Insurance) Daily SAMS Import*

The Single-Family Claims Insurance (A43C-Claims Insurance) interface passes property acquisition data received from the Single-Family Claims Branch (SFCB) within HUD to SAMS. In most cases, the A43C-Claims Insurance interface file is loaded into SAMS on a daily basis to establish case or property records from the Claims database. (Refer to **Chapter 10 – General Ledger**, for a more detailed description of how these data are loaded, verified, and posted on-line.)

#### **Note**

Cases are established through the A43C-Claims Insurance interface if the receiving HUD HOC area has not already created the case or property record using the Case Definition (CMC1) screen and data from Form HUD-27011.

### *Single Family Data Warehouse (SFDW) Monthly SAMS Export*

A monthly batch job extracts case information from the regular SAMS database to produce a case data file export for the Single Family Data Warehouse (SFDW). In addition, a yearly export provides SAMS archived case information to the SFDW to support data inquiries. The export includes: up to two (2) approved sales incentives per case and up to two (2) purchasers from the most recent approved disposition program for cases in step 8 through 10.

## 1.2 - Single Family Acquired Asset Management System (SAMS) (continued)

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### *Single-Family Insurance-in-Force (IIF) Daily SAMS Import*

The Single-Family Insurance-In-Force Interface (IIF) interface validates case numbers, fund code, section-of-the-act, acquisition types, and mortgage amounts. IIF also verifies case insurance eligibility prior to the conveyance of a property to HUD. When a case with acquisition type *A* (conveyed property) is entered on the Case Definition screen (CMC1), SAMS automatically interfaces with the IIF system to verify that specific data entered on the Case Definition (CMC1) screen matches the same values of the data stored in IIF. A case that fails the IIF audit can be verified through the IIF Failure Reason Query (SMBK) screen and corrected on the Case Definition (CMC1) screen. This interface runs daily.

#### **Note**

Refer to the **IIF Failure Reason Code (SMBK) Screen** and the **Case Definition (CMC1) Screen** sections in **Chapter 3 – Case Management** for an illustration and detailed description of these screens.

### *Single-Family Insurance Title Evidence Daily SAMS Export*

Authorized HOC area personnel enter title approval data into SAMS. The title data is transmitted to the Claims Branch on a daily basis. It is used to send title approval letters and to process conveyance Part B claims. A43C-Claims creates a tape with the information necessary to create title approval letters by a bulk mail contractor. It also stores the title approval data in a special authorization file. When a conveyance Part B claim is received, the system checks the authorization file to determine if there are title approval data for this case. If so, claim processing uses the data.

### *Single-Family Mortgage Notes (A80N) Monthly SAMS Import*

The Single-Family Mortgage Notes (A80N) system interface transfers the accounting transactions on Secretary-held foreclosures in the Single-Family Mortgage Notes system to SAMS after all relevant accounting has been completed. This interface is currently supported by a manual effort. This interface runs monthly.

### *Total Estimation and Allocation Mechanism (TEAM) Quarterly SAMS Export*

At HUD's request, SAMS prepares a quarterly export to the Total Estimation and Allocation Mechanism (TEAM) group. The export file contains counts of cases acquired and cases sold within each HOC. For each month within the reporting period, two (2) records for each of the four (4) HOCs are created (one for the acquisition counts and one for the sold counts). A maximum of twenty-four (24) months worth of data will be included for each HOC and type (acquisition or sales). The file is sent via FTP to the TEAM server. The TEAM group is notified via email the following business day that the data file was transferred.



## 1.3 Using SAMS

### Getting Started

SAMS contains confidential and sensitive information. For security reasons, access to SAMS is restricted to authorized personnel in the four (4) Home Ownership Centers (HOCs), the eighteen (18) M&M HOC Area offices, the HUD Headquarters buildings located in Washington, D.C., and specified HUD contractor locations.

Prior to signing on to SAMS for the first time, the user must obtain a SAMS User ID. The SAMS authorization process for HUD personnel involves the user's Government Technical Representative (GTR), the SAMS Security Administrator, the HUD Office of Human Resources/ Personnel Security Office (OHR/PSO), the ADP Security Branch and the SAMS Help Desk personnel.

#### Note

For a copy of the latest forms and instructions for obtaining access to SAMS, contact the SAMS Help Desk or click on the Security Procedures link from the SAMS web page located on the [HUD@WORK](http://hudweb.hud.gov/po/h/hs/sams/samsmenu.htm) site (<http://hudweb.hud.gov/po/h/hs/sams/samsmenu.htm>).

### System Authorization

The standard process required to obtain SAMS access authorization depends on the type of user:

- Contractors follow the steps outlined in the **Contractor Access** section
- HUD employees follow the steps outlined in the **HUD Employees** section

### Contractor Access

Contractors follow these steps to request authorization to access SAMS.

**Step 1** The contractor completes the standard security forms available through the *Forms* link on the *Employee Quick Reference* page on the [HUD@WORK](http://hudweb.hud.gov/po/a/form.htm) site (<http://hudweb.hud.gov/po/a/form.htm>):

- Background Check form - SF Form 85P
- Fair Credit Reporting Act of 1970, As Amended
- FD258 Fingerprint Cards

**Step 2** The contractor submits all the forms listed in step 1 overnight via express courier (Federal Express) to

- Department of HUD
- 451 7th Street, SW
- Room 9182
- Washington, DC 20410
- Attn: SAMS Security Administrator

**Step 3** The HOC/GTR/GTM (Government Technical Manager) submits a request for access on a *SAMS User Access Registration* (UAR) form via email to [sams\\_branch@hud.gov](mailto:sams_branch@hud.gov).

## 1.3 - Using SAMS (continued)

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**Contractor Access (continued)**    **Step 4**    The HOC/GTR/GTM forwards the forms (SAMS UAR, FD258, FCRA form, fingerprint card) via courier to the Security Specialist at the SAMS Help Desk.

### Caution

Copy and paste the completed UAR form into the email. Do **NOT** attach the UAR as a separate document. When forwarding the UAR form, it is important for the email to be forwarded to the next party with history intact during this process, so that all completed portions of the email form will be included in the final result.

- Step 5**    The groups involved in the SAMS access process each complete the appropriate portions of the UAR, conduct background and security checks, and send the UAR to the next group involved in the approval process.
- Step 6**    When all of the paperwork is completed and all the security checks initiated, the SAMS Help Desk is given authorization and adds the new user profile to SAMS. (Refer to the **SAMS User Profiles** section for details regarding user profiles.)
- Step 7**    The contractor's GTR notifies the contractor that the access process is complete and provides the assigned SAMS User ID.
- Step 8**    After receiving the SAMS User ID, the user may sign-on to the system. (Refer to the **Sign-on to SAMS** section for details regarding system sign-on.)

**HUD Employees**    HUD employees follow these steps to request authorization to access SAMS.

- Step 1**    The employee completes the standard security forms available through the *Forms* link on the *Employee Quick Reference* page on the [HUD@WORK](http://hudweb.hud.gov/po/a/form.htm) site (<http://hudweb.hud.gov/po/a/form.htm>):
- Background Check form - SF Form 85P
  - Fair Credit Reporting Act of 1970, As Amended
  - SF87 Fingerprint Cards
- Step 2**    The employee returns the completed forms to HOC personnel.
- Step 3**    HOC personnel send the User Access Registration (UAR) form via email to [sams\\_branch@hud.gov](mailto:sams_branch@hud.gov) and mail the new employee forms (SF-85P Questionnaire, FCRA, SF-87 fingerprint card) to:
- Department of HUD
  - 451 7th Street, SW
  - Room 9182
  - Washington, DC 20410
  - Attn: SAMS Security Administrator



## 1.3 - Using SAMS (continued)

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### *HUD Employee Access* (continued)

- Step 5** The groups involved in the SAMS access process each complete the appropriate portions of the UAR, conduct background and security checks, and send the UAR to the next group involved in the approval process.
- Step 6** When all of the paperwork is completed and all the security checks initiated, the SAMS Help Desk is given authorization and adds the new user profile to SAMS. (Refer to the **SAMS User Profiles** section for details regarding user profiles.)
- Step 7** The new user's GTR notifies the user that the access process is complete and provides the assigned SAMS User ID.
- Step 8** After receiving the SAMS User ID, the user may sign-on to the system. (Refer to the **Sign-on to SAMS** section for details regarding system sign-on.)

### *SAMS User Profiles*

The ability to view, add, modify, or delete information in SAMS is controlled by the User Profile. User Profiles provide a means of categorizing user access to SAMS functions and data based on the duties of the user. Each User Profile group allows access to specific areas of SAMS and authorizes users to perform specific functions (i.e., add, modify, view, delete) within those areas. Depending upon a user's duties, the User Profile may grant permission to view data only in a specific HOC area or may allow updates to existing records without allowing the user to create new records.

The SAMS User Profiles are grouped as:

1. Home Ownership Center (HOC), which is comprised of the following types:
  - F1, F3 - HOC Realty Staff
  - F2, F4 - HOC Realty Supervisor
  - CO - Certifying Officer
  - H6 - CFO 312 Case Entry
2. Management and Marketing (M&M) Contractor, which is comprised the following types:
  - M1 - M&M Contractor Staff
  - M2 - M&M Supervisor
3. Headquarters, which is comprised of the following types:
  - H1 - Headquarters Housing Single-Family Property Staff
  - H2 - Headquarters Housing System Management
  - A1 - Super user, System Accountant
  - A2 - System Accountant
  - A3 - Single-Family Acquired Assets Branch Researcher
  - A4 - Single-Family Acquired Assets Branch Researcher/Security
  - A5 - Single-Family Acquired Assets Branch Researcher/Security

## 1.3 - Using SAMS (continued)

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### *SAMS User Profiles* (continued)

4. 4. Disbursement Service Center Contractor, which is comprised of the following types:
  - S1 - Data Entry Contractor
  - S3 - Check Printing Contractor
  - S5 - Check/Security Contractor
  
5. 5. Other, which is comprised of the following types:
  - TM - Government Technical Manager
  - TR - Government Technical Representative
  - Q1 - National Query/Read Only
  - Q2 - National Query/Read Only
  - Q4 - National Query/Read Only
  - Q3 - Help Desk
  - SU - Super-user
  - Q0 - Headquarters/Security

---

### **Sign-on to SAMS**

This section documents the basic steps required to sign-on to SAMS, introduces the SAMS Main Menu options, and describes the method used to sign-off SAMS.

#### *Before You Begin*

Prior to accessing SAMS for the first time the user needs:

- Access to SAMS (the user's GTR can verify that access has been granted and IT can determine that the system is configured properly and that the software has been loaded and configured properly)
- A SAMS User ID
- A SAMS password (between 6-8 characters long) assigned by the User Assistance Branch
- An understanding of basic SAMS navigation
- Some knowledge about the SAMS menus and data-related screens (described in the **Moving Around in SAMS** section)
- Any completed forms relevant to the task being performed

#### **Note**

System configuration problems should be reported to the IT contact person. The URL for user's within the SAMS firewall is <http://mainframeapps.hud.gov/hostaccess/hud/mainpage.htm>. The URL for user's outside the firewall is <https://www11.hud.gov/sfts/logon.jsp>.

## 1.3 - Using SAMS (continued)

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*Sign-on Process*     The method used to sign-on to SAMS depends upon the type of connection used to access the HUD mainframe. The instructions provided here apply to users with access to the HUD mainframe using:

- The desktop icons as described under **Desktop Access**
- SAMS direct access for M&M users through a dedicated line or through the Virtual Private Network (VPN) as described under **Direct Access for M&M Users**
- The 3270 Emulator package as described under **3270 Emulator Access**

All other users should follow the instructions provided for their system configuration.

*Desktop Access*     After proper authorization is granted and the appropriate software is installed, follow these steps to launch SAMS from the desktop icon:

- Step 1**     Double-click on the [MAINFRAME APPLICATIONS] icon on the desktop.
- Step 2**     Select the [SAMS] icon from the list displayed.
- Step 3**     When the CICS Logon screen, illustrated in Figure 1-5, displays, enter the assigned SAMS ID in the Userid prompt.

### Note

The screens included in this document are for illustrative purposes only and reflect the menu selections and screen layouts available at the time the screen was captured. Menu or screen changes from a later release of SAMS are noted and will be documented in the next release of this document.

```

                                Signon for CICS/ESA Release 4.1.0          APPLID A8SP
A8SPCICS - A80S SAMS PRODUCTION - CICS/ESA

Type your userid and password, then press ENTER:

    Userid . . . .                Groupid . . .
    Password . . .
    Language . . .

    New Password . . .

DFHCE3520 Please type your userid.
F3=Exit
```

**Figure 1-5 Signon for CICS/ESA Screen**

**Direct Access**  
(continued)

**Step 4** Press the <TAB> key twice to place the cursor at the Password prompt and enter the password associated with the User ID entered.

### Note

For a first time access to SAMS, use the temporary password provided by the User Assistance Branch. SAMS immediately prompts the user to change the temporary password. Follow the steps in the **Change Password** section of this Guide to enter a new password to be used for all subsequent system signons.

**Step 5** Press the <ENTER> key.

**Step 6** The SAMS Sign-on (QSNON) Screen, illustrated in Figure 1-6, displays.

S A M S		12/31/03
SAMS SIGN ON SCREEN		15:51:47 EST
MODEL OFFICE		
SCREEN: QSNON		
SSSSSSSSSSSS AAA MM MMM SSSSSSSSSSS		
SSSSSSSSSSSS AAAAA MMM MMMM SSSSSSSSSSS		
SSSSS AAA AA MMM MMMM SSSSS		
SSSSS AAA AAA MMMM MMMM SSSSS		
SSSSSSSSSSS AAAAAAAA MMMMM MMMMM SSSSSSSSSSS		
SSSSSSSSSSS AAAAAAAA MMMMMMMMMMMMM SSSSSSSSSSS		
SSSSS AAAA AAAA MMM MMMM SSSSS		
SSSSS AAAA AAAA MMM MM MM SSSSS		
SSSSSSSSSSS AAAA AAAA MMM MM SSSSSSSSSSS		
SSSSSSSSSSS AAAA AAAA MMM MM SSSSSSSSSSS		
HUD EMPLOYEE LOGON ID: C22049		
EMPLOYEE NAME:		STAFF-IVV-2
JOB FUNCTION CODE: SU		
OFFICE CODE/NAME: HQ HEADQUARTERS		
TYPE (X) FOR HUD MAIN MENU: -		
NEW BULLETIN BOARD MESSAGE EXISTS, HIT ENTER TO DISPLAY.		
PF 1=HELP 9=CLEAR		

Figure 1-6 SAMS Sign On (QSNON) Screen

### Note

SAMS verifies the user's job function prior to granting access to SAMS. If the appropriate job function code is not found a message displays prompting the user to contact the SAMS Help Desk.

**Step 7** This completes the sign on process. On this screen either:

- Press the <ENTER> key to view the latest Bulletin Board messages

### 1.3 - Using SAMS (continued)

---

- Enter an *X* in the selection field and press the <ENTER>key to view the SAMS Main Menu.

The options available from the SAMS Main Menu are described under **SAMS Main Menu (LMNM)** Options.

### ***Direct Access for M&M Users***

After proper authorization is granted the user's system must be connected to SAMS through a dedicated line or through Virtual Private Network software.

#### **Note**

Information regarding the type of connection to use and instructions for establishing the connection and configuring the software are available from IT. VPN users should consult the *HUD Business Partner VPN Client Installation Guide* and the *HUD VPN Client User Guide* for detailed procedures.

Follow these steps for direct access to the SAMS mainframe:

**Step 1** Double-click on the [SAMS] icon on the desktop to launch SAMS.

**Step 2** The HUD Integrated Information Processing Service screen, illustrated in Figure 1-7, displays.

```

      HHHH   HHHH   UUUUUUUU  UUUUUUUU  DDDDDDDDDD
      HHHH   HHHH   UUUUUUUU  UUUUUUUU  DDDDDDDDDDDD
      HHHH   HHHH   UUUU      UUUU      DDDD      DDDD
      HHHH   HHHH   UUUU      UUUU      DDDD      DDDD
      HHHHHHHHHHHH  UUUU      UUUU      DDDD      DDDD
      HHHHHHHHHHHH  UUUU      UUUU      DDDD      DDDD
      HHHHHHHHHHHH  UUUU      UUUU      DDDD      DDDD
      HHHH   HHHH   UUUU      UUUU      DDDD      DDDD
      HHHH   HHHH   UUUU      UUUU      DDDD      DDDD
      HHHH   HHHH   UUUUUUUUUUUUUU  DDDDDDDDDDDD
      HHHH   HHHH   UUUUUUUU      DDDDDDDDDD

      HUD INTEGRATED INFORMATION PROCESSING SERVICE
              H SYSTEM
              ACF/VTAM

      PLEASE ENTER LOGON INFORMATION

              LOG A8SP
```

**Figure 1-7 HUD Integrated Information Processing Service Screen**

**Step 3** After the prompt for logon information, enter *LOG A8SP* and press the <ENTER> key.

#### **Reminder**

To access the Single Family Insurance System (SFIS), enter *LOG GPCICS* at the prompt and press the <ENTER> key. User logon information for SFIS and SAMS is synchronized. Changing the password associated with

## 1.3 - Using SAMS (continued)

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the User ID for either system, automatically changes the password for the other system.

**Step 4** When the Signon for CICS/ESA screen, illustrated in Figure 1-5, displays, enter the assigned SAMS ID in the Userid field.

### **Note**

The SAMS User ID is six (6) characters long. The first character should be an H (for HUD personnel) or a C (for Contractor personnel).

## 1.3 - Using SAMS (continued)

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### *Direct Access for M&M Users (continued)*

- Step 5** Press the <TAB> key twice to place the cursor at the Password prompt
- Step 6** Enter the password associated with the User ID provided in the Userid field and press the <ENTER> key..

#### **Note**

For a first time access to SAMS, use the temporary password provided by the User Assistance Branch. SAMS immediately prompts the user to change the temporary password. Follow the steps in the **Change Password** section of this Guide to enter a new password to be used for all subsequent system signons.

- Step 7** The SAMS Sign On (QSNON) screen, illustrated in Figure 1-6, displays.
- Step 8** This completes the sign on process. On this screen either:
- Press the <ENTER> key to view the latest Bulletin Board messages
  - Enter an *X* in the selection field and press the <ENTER>key to view the SAMS Main Menu.

The options available from the SAMS Main Menu are described under **SAMS Main Menu (LMNM) Options**.

### *3270 Emulator Access*

Follow these steps to launch the 3270 software and connect to the SAMS mainframe:

- Step 1** Double-click on the [SAMS] icon on the desktop to launch SAMS.
- Step 2** The HUD Integrated Information Processing Service screen, illustrated in Figure 1-7, displays.
- Step 3** After the prompt for logon information, enter *LOG A8SP*.
- Step 4** Press the <ENTER> key.

#### **Note**

Some methods do not require steps 3 and 4. The HUD Integrated Information Processing Service screen is completed automatically and the CICS Logon screen displays.



**3270 Emulator  
Access**  
(continued)

**Step 5** When the CICS Logon screen, illustrated in Figure 1-5, displays, enter the assigned SAMS ID in the Userid prompt.

**Note**

The SAMS User ID is six (6) characters long. The first character should be an H (for HUD personnel) or a C (for Contractor personnel).

**Step 6** Press the <TAB> key twice to place the cursor at the Password prompt.

**Step 7** Enter the password and press the <ENTER> key.

**Note**

For a first time access to SAMS, use the temporary password provided by the User Assistance Branch. SAMS immediately prompts the user to change the temporary password. Follow the steps in the **Change Password** section of this Guide to enter a new password to be used for all subsequent system signons.

**Step 8** The SAMS Sign-on (QSNON) Screen, illustrated in Figure 1-6, displays.

**Step 9** This completes the sign on process. On this screen either:

- Press the <ENTER> key to view the latest Bulletin Board messages
- Enter an X in the selection field and press the <ENTER>key to view the SAMS Main Menu.

The options available from the SAMS Main Menu are described under **SAMS Main Menu (LMNM) Options**.

## 1.3 - Using SAMS (continued)

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### *SAMS Menus*

After successfully signing on to SAMS, the user accesses various menus and screens to perform tasks in SAMS. The SAMS menus are presented in a hierarchical manner (highest level to lowest level). The user has the option of either:

- Moving through the menus and submenus by placing an *X* in the selection field for the desired option (i.e., *Data Entry*, *Reports Retrieval*, *Data Base Search*) and mode (i.e., *query*, *add*, *modify*, *delete*), and pressing the <ENTER> key to access the screen
- Jumping to a specific screen by entering the unique identifier for the desired mode and/or screen (i.e., *LMDE* for Data Entry Menu, *LMAC* for Accounting Menu, *QCMCI* for Case Definition screen in query mode, *MDSAE* for Business Organization Single Maintenance in modify mode) in the Screen field and pressing the <F2> key using the expert mode

#### **Note**

For additional information on navigating the SAMS menus, refer to the **Moving Around in SAMS**, **SAMS Expert Mode**, and **Menu Screens** sections. Instructions for accessing specific screens are provided with illustrations of the individual screens through the *SAMS User's Guide*

### *SAMS Main Menu (LMNM) Options*

The SAMS Main Menu (LMNM) is the primary menu for the system. By mastering the use of the Main Menu (LMNM), users can easily access the screens necessary to complete tasks in SAMS. The Main Menu, illustrated in Figure 1-8, displays six (6) processing choices or options:

- *Data Entry* discussed under **Data Entry (LMDE) Options**
- *Reports Retrieval* discussed under **Reports Retrieval Option** and in **Chapter 11 – SAMS Reports**
- *Data Base Search* discussed under **Data Base Search (LMSR) Option** and in **Chapter 6 – SAMS Archiving Task**
- *Bulletin Board* discussed under **SAMS Bulletin Board** in **Section 1.4 - Getting Assistance**
- *Sign-On/Off* discussed under the **Sign-off SAMS**
- *Upload/Download Selection Screen* discussed in **Chapter 11 – SAMS Reports**

SCREEN: LMNM__		S A M S MAIN MENU	07/05/02 09:22:37 EST
TYPE (X) TO SELECT		SCREEN TITLE	
L _		DATA ENTRY	
L _		REPORTS RETRIEVAL	
L _		DATA BASE SEARCH	
L _		BULLETIN BOARD	
Q _		SIGN ON/OFF	
L _		UPLOAD DOWNLOAD SELECTION SCREEN	
PF 2=SWITCH 5=MAIN MENU 12=LOGOFF			

**Figure 1-8 SAMS Main Menu (LMNM) Screen**

## 1.3 - Using SAMS (continued)

### *Data Entry (LMDE) Options*

Selecting the *Data Entry* option from the SAMS Main Menu (LMNM) displays the Data Entry (LMDE) submenu, illustrate in Figure 1-9. The Data Entry (LMDE) submenu options discussed briefly in the following subsections are:

- *Accounting* which accesses the Main Accounting Menu (LMNA) discussed in detail in **Chapter 8 – Collections** and **Chapter 10 – General Ledger**
- *Cash Management* which accesses the Case Management (LMMC) Menu discussed in detail in **Chapter 3 – Case Management**
- *Procurement Contracts* which accesses the Procurement Contracts (LMPR) Menu discussed in detail in **Chapter 7 – Procurement Contracts**
- *Global Definitions* which accesses the Global (LPMGL) Menu discussed in detail in **Chapter 2 – Global Definitions**
- *Taxes* which accesses the Taxes (LMTX) Menu discussed in detail in **Chapter 4 - Disbursements**
- *Code Table Maintenance* which accesses the Main Table Maintenance Menu (LMMT) discussed in detail in **Chapter 2 – Global Definitions**
- *Electronic Funds Transfer Menu* which accesses the Electronic Funds Transfer (LMRP) Menu discussed in detail in **Chapter 4 - Disbursements**

SCREEN: LMDE__	S A M S DATA ENTRY	05/20/03 13:54:07 EST
TYPE (X) TO SELECT	SCREEN TITLE	
L _	ACCOUNTING	
L _	CASE MANAGEMENT	
L _	PROCUREMENT CONTRACTS	
L _	GLOBAL DEFINITIONS	
L _	TAXES	
L _	CODE TABLE MAINTENANCE	
L _	ELECTRONIC FUNDS TRANSFER MENU	
PF 2=SWITCH 4=PREV MENU 5=MAIN MENU		

**Figure 1-9 Data Entry Menu (LMDE) Screen**

## 1.3 - Using SAMS (continued)

---

<b><i>Main Accounting Menu (LMNA)</i></b>	Selecting the <i>Accounting</i> option from the Data Entry (LMDE) menu displays the Main Accounting Menu (LMNA)> The options on this menu allow users access to accounting, collections, disbursements, accounting interface, Rentals & Debt Management screens and for handling Form 1099 maintenance and Program 203 cases. The options for this submenu are described in more detail in <b>Chapter 8 – Collections</b> and <b>Chapter 10 - General Ledger</b> .
<b><i>Main Case Management Menu (LMMC)</i></b>	Selecting the <i>Case Management</i> option from the Data Entry (LMDE) menu displays the Main Case Management Menu (LMMC) which provides access to three Case Management submenus. The selection of the first option allows the user to move a case through the first case processing steps (step 0 to step 6), the second option allows the user to perform activities such as title evidence approval or generation of Property Manager transmittals, the third option allows the user to process sales, cancellation, and extension information, and the fourth option allows case management to establish the processing parameters or criteria to be used to monitor or track the processing status of cases. The options for these submenus are described in more detail in <b>Chapter 3 – Case Management</b> .
<b><i>Procurement Contracts (LMPR) Menu</i></b>	Selecting the <i>Procurement Contracts</i> option from the Data Entry (LMDE) menu displays the Procurement Contracts (LMPR) menu which lists the options for recording and updating information regarding procurements (in the form of contracts, purchase orders, and work orders) created in support of property management functions. The options for this submenu are described in more detail in <b>Chapter 7 – Procurement Contracts</b> .
<b><i>Global Menu (LPMGL)</i></b>	Selecting the <i>Global Definitions</i> option from the Data Entry (LMDE) menu displays the Global Menu (LPMGL) which allows the user to identify the types of data used by SAMS to provide the user with consistent lists, values, and descriptions of data. From this menu the user can identify HOC Areas, user Logon IDs, and security levels that allow the user to retrieve certain reports or access certain data screens. Name and Address Identifiers (NAIDs) used throughout case management and accounting to identify individuals and organizations who serve as property managers, appraisers, selling brokers, listing brokers, closing agents, third-party closing agents, contractors, vendors, non-vendors, title reviewers, and taxing authorities are maintained through this menu. The options for this menu are described in more detail in <b>Chapter 2 – Global Definitions</b> .
<b><i>Tax Transmittals (LMTX) Menu</i></b>	Selecting the <i>Taxes</i> option from the Data Entry (LMDE) menu displays the Tax Transmittals (LMTX) menu which identifies the options available for establishing, tracking, and paying real estate taxes on HUD-owned properties. The options for this menu are described in more detail in <b>Chapter 4 – Disbursements</b> .
<b><i>Main Table Maintenance Menu (LMMT)</i></b>	Selecting the <i>Code Table Maintenance</i> option from the Data Entry (LMDE) menu displays the Main Table Maintenance Menu (LMMT). This menu allows access to the accounting, disbursements, Case Management, security, and global table maintenance screens that are essential to the integrity of the SAMS database. The options for this submenu are described in more detail in <b>Chapter 2 – Global Definitions</b> .

***Electronic Funds  
Transfer (LMRP)***

Selecting the *Electronic Funds Transfer Menu* option from the Data Entry (LMDE) menu displays the Electronic Funds Transfer Menu (LMRP). This menu allows the user to manage the American Banking Association (ABA) Bank Number, query and manage EFT transmittals, search for the EFT schedule number and associated details, and search for the NAID and ABA number. The options for this submenu are described in more detail in **Chapter 4 - Disbursements**.

***Reports  
Retrieval Option***

Selecting the *Reports Retrieval* option on the SAMS Main Menu (LMNM) displays the reporting function. Within this application, which is frequently referred to as the NOMAD reporting shell, the user accesses information in a report format. Reports can be used to summarize HOC Area activities on a daily, weekly, or monthly basis, or to obtain current inventory status. These standardized reports are divided into application groups (e.g., case management, and collection) for easy retrieval. The user's security level determines what application groups and specific reports are accessible to the user. This option is described in detail in **Chapter 11 – SAMS Reports**.

### *Data Base Search (LMSR) Option*

Selecting the *Data Base Search* option from the SAMS Main Menu (LMNM) displays the Data Base Search (LMSR) Menu, illustrated in Figure 1-10, and described in detail in **Chapter 6 – SAMS Archiving Task..** The data base search options discussed briefly in the following subsections are:

- Cash Collections Search Menu discussed in detail in **Chapter 8 - Collections**
- Global Search Menu discussed in detail in **Chapter 2 – Global Definitions**
- Case Management Search Menu discussed in detail in **Chapter 3 – Case Management**
- Title Evidence Search Menu discussed in detail in **Chapter 3 – Case Management**
- Lease Search Menu discussed in detail in **Chapter 9 – Rentals & Debt Management**
- Archive Search Menu discussed in detail in **Chapter 6 – SAMS Archiving Task**

S A M S		01/02/03
SCREEN: LMSR	DATA BASE SEARCH MENU	12:29:42 EST
TYPE (X) TO SELECT	SCREEN TITLE	
L _	CASH COLLECTIONS SEARCH MENU	
L _	GLOBAL SEARCH MENU	
L _	CASE MANAGEMENT SEARCH MENU	
L _	TITLE EVIDENCE SEARCH MENU	
L _	LEASE SEARCH MENU	
L _	ARCHIVE SEARCH MENU	
PF 2=SWITCH 4=PREV MENU 5=MAIN MENU		

**Figure 1-10 Data Base Search Menu (LMSR)**

### *Cash Collections Search Menu (LMCS)*

Selecting the *Cash Collections Search Menu* option from the Data Base Search Menu (LMSR) displays the option displays the Cash Collections Search Menu (LMCS). This menu lists options for searching for a specific collection transaction by using the name of the issuer, check date, or amount. The options for this submenu are described in more detail in **Chapter 8 - Collections.**

### 1.3 - Using SAMS (continued)

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<b><i>Global Search Menu (LMGS)</i></b>	Selecting the <i>Global Search</i> option from the Data Base Search Menu (LMSR) displays the Global Search Menu (LMGS). This menu lists the options for performing a search for an individual by name, address, and city; or to locate a property manager or payee type. The options for this submenu are described in more detail in <b>Chapter 2 – Global Definitions</b> .
<b><i>Case Management Search Menu (LMSC)</i></b>	Selecting the <i>Case Management Search Menu</i> option from the Data Base Search Menu (LMSR) displays the Case Management Search Menu (LMSC). This menu allows the user to perform a search for a case by location, case number, or status. The options for this submenu are described in more detail in <b>Chapter 3 – Case Management</b> .
<b><i>Title Evidence Search Menu (LMSE)</i></b>	Selecting the <i>Title Evidence Search Menu</i> option from the Data Base Search Menu (LMSR) displays the Title Evidence Search Menu (LMSE). From this menu the user can perform a title search by case number, mortgagee, or loan number. The options for this submenu are described in more detail in <b>Chapter 3 – Case Management</b> .
<b><i>Lease Search Menu (LMSL)</i></b>	Selecting the <i>Lease Search Menu</i> option from the Data Base Search Menu (LMSR) displays the Lease Search Menu (LMSL). From this menu the user performs searches to find information about leased and rented HUD-owned properties. The options for this submenu are described in more detail in <b>Chapter 9 – Rentals &amp; Debt Management</b> .
<b><i>Archive Search Menu (LMAR)</i></b>	Selecting the <i>Archive Search Menu</i> option from the Data Base Search Menu (LMSR) displays the Archive Search Menu (LMAR). From this menu the user performs searches for archived cases by case number. The options for this submenu are described in more detail in <b>Chapter 6 – SAMS Archiving Task</b> .

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### Change Password

SAMS passwords must be changed on a regular basis. The first time the user signs on to SAMS, the system requests a new password. About once a month, the current password expires and a new password must be entered.

Follow these steps to change the user password:

- Step 1** On the CICS Logon screen, illustrated in Figure 1-11, enter the User ID in the Userid prompt.
- Step 2** Enter the current password in the Password prompt.
- Step 3** Enter a new password in the New Password prompt at the bottom of the screen and press the <ENTER> key.
- Step 4** Enter the new password a second time for confirmation and press the <ENTER> key.
- Step 5** SAMS verifies that the password meets SAMS password security criteria and displays a message stating that the password is accepted or prompts the user to enter a different password. Once the password is accepted it becomes the valid password for the next thirty (30) days or until changed by the user.

The screenshot shows a terminal window with the following text:

```
Signon for CICS/ESA Release 4.1.0          APPLID A8SP
A8SPCICS - A80S SAMS PRODUCTION - CICS/ESA

Type your userid and password, then press ENTER:

  Userid . . . .      Groupid . . .
  Password . . . .
  Language . . . .
  New Password . . .

DFHCE3520 Please type your userid.
F3=Exit
```

**Figure 1-11 Signon for CICS/ESA Password Change Screen**

#### Note

The new password must be used for all subsequent signons to SAMS. SAMS displays an alert when the password is due to expire, reminding the user to enter a new password.

### Sign-off SAMS

For security reasons, the user should sign-off SAMS when SAMS is not in use (i.e., when the user leaves the office for lunch or meetings, after hours). Follow these steps to sign off of SAMS:

**Step 1** From any screen, press the <F5> key.

**Step 2** SAMS displays the Main Menu (LMNM), illustrated in Figure 1-12.

S A M S		07/05/02
MAIN MENU		09:22:37 EST
SCREEN: LMNM		
TYPE (X) TO SELECT      SCREEN TITLE		
L _	DATA ENTRY	
L _	REPORTS RETRIEVAL	
L _	DATA BASE SEARCH	
L _	BULLETIN BOARD	
Q _	SIGN ON/OFF	
L _	UPLOAD DOWNLOAD SELECTION SCREEN	
PF 2=SWITCH 5=MAIN MENU 12=LOGOFF		

**Figure 1-12 SAMS Main Menu (LMNM) Screen Log Off**

**Step 3** Press the <F12> key.


**Step 4** The HUD Integrated Information Processing Service screen, illustrated in Figure 1-13, displays.

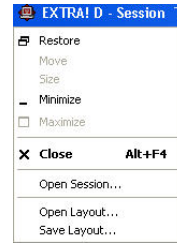
HHHH	HHHH	UUUUUUUU	UUUUUUUU	DDDDDDDDDD
HHHH	HHHH	UUUUUUUU	UUUUUUUU	DDDDDDDDDDDD
HHHH	HHHH	UUUU	UUUU	DDDD DDDD
HHHH	HHHH	UUUU	UUUU	DDDD DDDD
HHHHHHHHHHHH		UUUU	UUUU	DDDD DDDD
HHHHHHHHHHHH		UUUU	UUUU	DDDD DDDD
HHHHHHHHHHHH		UUUU	UUUU	DDDD DDDD
HHHH	HHHH	UUUU	UUUU	DDDD DDDD
HHHH	HHHH	UUUU	UUUU	DDDD DDDD
HHHH	HHHH	UUUUUUUUUUUUUU		DDDDDDDDDDDD
HHHH	HHHH	UUUUUUUU		DDDDDDDDDD
HUD INTEGRATED INFORMATION PROCESSING SERVICE				
H SYSTEM				
ACF/VTAM				
PLEASE ENTER LOGON INFORMATION				
LOG R8SP				

**Figure 1-13 HUD Integrated Information Processing Screen Sign Off**

### Sign-off SAMS (continued)

**Step 5** To log off SAMS, do one of the following:

- Activate the Close<X> button on the top right corner of the window
- Activate the Close  icon on the tool bar
- Select *Close* from the drop-down menu on the menu bar.



### Caution

The user **MUST** follow these steps to exit SAMS. Exiting SAMS by any other method leaves a connection to the data center open and the user will not be able to sign-onto SAMS again until the connection is closed. The data center waits until there is no communication from the user for a specified period of time (approximately thirty minutes) before closing the connection. If the user attempts to log on to SAMS before the connection terminates, the system displays the message: *Already signed on at another terminal.*

---

### Moving Around in SAMS

SAMS screens are designed to make locating information, moving among fields and screens, and entering data as efficient and consistent as possible. A knowledge of the standard layout for SAMS screens and the functions of SAMS special keys makes moving around SAMS quick and easy.

#### *Standard SAMS Screens*

The SAMS screen types with which the user interacts in order to enter data, search for information, and modify property information are classified as :

- Sign-on Screen
- Menu Screens
- Data-Related Screens

Each screen type has a standard format and standard functions. While a data screen has fields that display or capture information, a menu screen lists options for accessing screens to initiate or complete a task. Recognizing the standard features of each screen type and understanding the standard actions performed on each screen, makes learning to use SAMS and navigating the system simpler and more efficient.

## 1.3 - Using SAMS (continued)

### *Standard Screen Layout*

A standard SAMS data screen is illustrated in Figure 1-14. Certain information appears on all screens. This type of information has been placed in the same area on every screen to quickly and easily facilitate its use. Each SAMS screen has a:

<b>Title Area</b>	The lines at the top of the screen display the SAMS system title, current system date, the screen identifier label, unique screen title, and the current system time.
<b>Work Area</b>	The lines in the middle portion (or work area) of the screen are used to complete tasks in SAMS. On a Menu screen, the work area displays a list of options the user may select. On a search screen, the work area displays the records or data located based on the criteria entered in the work area of a query screen. On a Data Entry screen, the work area displays the fields for entering information to create a record or for modifying an existing record.
<b>Status Area</b>	The lines at the bottom of the screen display SAMS status and error messages; the available function keys for the screen; and any system and network information, status, error messages.

#### Title Area

#### Work Area

#### Status Area

The screenshot shows a terminal window titled 'EXTRA! D - Session TSO /'. The screen content is as follows:

```

                                     S A M S
SCREEN: MCNC1_                      CMC1 CASE DEFINITION MODIFY

NEXT CASE NUMBER: _
*HUD OFFICE CODE:
CASE #:
  ENDORSEMENT DATE
MRTGEE #:
*FEE STATUS CODE:
MORTGAGOR NAME:
STREET NUM:
  UNIT:
  ZIP CODE:
  SUBDIVISION:
*RESIDENTIAL AREA CODE:
NUMBER OF UNITS:
*PM CO NUM:
  NAME

*SOA:
  DEED FILED DATE:
  LOAN NUM:
  DAMAGED:
  AMOUNT:
  DIR PREF:
  CITY:
  +4:
  LOT:
  REVITALIZATION AREA:
  NUMBER OF OCCUPIED UNITS:
  *PROP MGR NAID:
  DATE ASSIGNED TO APPRAISER:
  NAME

STREET NAME:
COUNTY CODE:
*STATE:
*REALTY SPECIALIST:
BLOCK:
PLAT:
KEY MAP:

GOTO REMARKS: _
CASE HUD OFFICE PREFIX IS REQUIRED
PF 1=HELP 2=SWITCH 4=PREV MENU 5=MAIN MENU 9=CLEAR
Aa D Session4 R 4 C 20
```

Labels on the left indicate the layout areas:

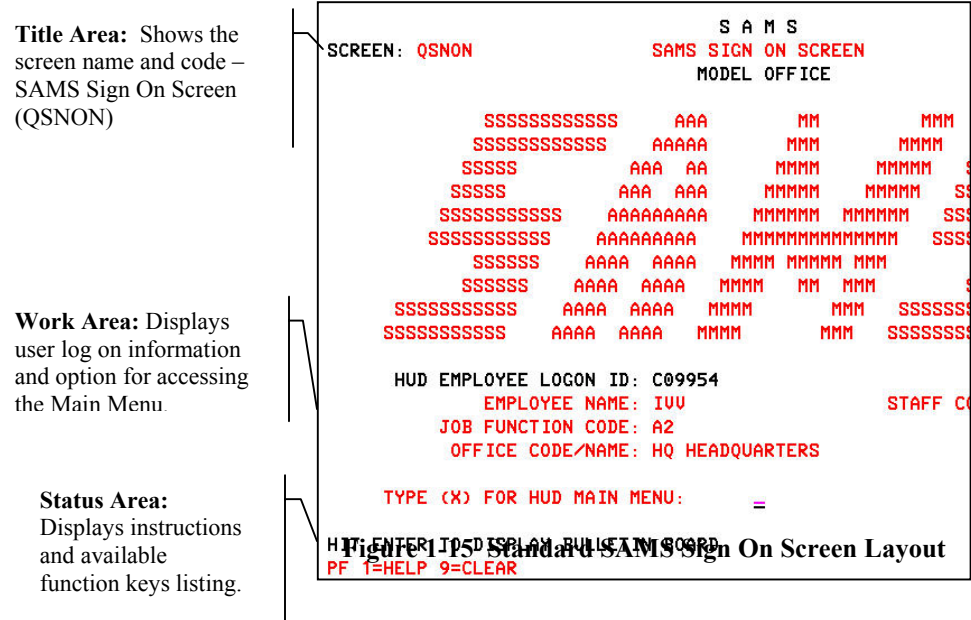
- Title Area:** Points to the header section containing 'SAMS' and the screen title 'CMC1 CASE DEFINITION MODIFY'.
- Work Area:** Points to the main data entry fields, including 'NEXT CASE NUMBER', 'CASE #', 'MRTGEE #', 'FEE STATUS CODE', 'MORTGAGOR NAME', 'STREET NUM', 'UNIT', 'ZIP CODE', 'SUBDIVISION', 'RESIDENTIAL AREA CODE', 'NUMBER OF UNITS', 'PM CO NUM', 'NAME', 'SOA', 'DEED FILED DATE', 'LOAN NUM', 'DAMAGED', 'AMOUNT', 'DIR PREF', 'CITY', 'STREET NAME', 'COUNTY CODE', 'STATE', 'REALTY SPECIALIST', 'BLOCK', 'PLAT', 'KEY MAP', and 'GOTO REMARKS'.
- Status Area:** Points to the footer section containing 'CASE HUD OFFICE PREFIX IS REQUIRED', 'PF 1=HELP 2=SWITCH 4=PREV MENU 5=MAIN MENU 9=CLEAR', and the session information 'Aa D Session4 R 4 C 20'.

**Figure 1-14 Standard SAMS Screen Layout**

### **Note**

The action of the function key may vary depending upon the screen from which it is invoked. Pay attention to the description for the key listed on line 24 in the Status Area of the screen.

*Sign-on Screens*     The SAMS Sign On Screen (QSNON), as illustrated in Figure 1-15, displays when access to SAMS is successfully requested. The Sign-on screen contains standard information to identify the system and the user. In SAMS this information includes: the SAMS logo, the user name (associated with the User ID), the unique Logon Identifier (i.e., Logon ID), the HOC Area and city, and the assigned User Profile Refer to **SAMS User Profiles** section for a list of user profiles and the associated definitions..



The SAMS Sign-on screen contains twenty-five (25) lines. The screen has a title area (at the top of the screen), a work area (in the middle portion of the screen), and a status and function area (at the bottom of the screen).

<b>Title Area</b>	The lines at the top of the screen display the SAMS system title, current system date, the screen identifier label (QSNON), unique screen title (SAMS Sign-on Screen), and the current system time.
<b>Work Area</b>	The lines in the middle portion (or work area) of the screen display the SAMS logo and sign-on information (i.e., logon ID, employee name, job function code, office code and name).
<b>Status Area</b>	The lines at the bottom of the screen display SAMS status and error messages; the available function keys for the screen; and any system and network information, status, or error messages.

## 1.3 - Using SAMS (continued)

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### *Sign-on Screens (continued)*

The options available from the SAMS Sign-On (QSNON) screen are:

- Review sign on information
- Access the Bulletin Board to review SAMS-related messages
- Access the SAMS Main Menu (LMNM) to select a task to perform
- Access the Sign Off screen

### *Menu Screens*

Menu screens identify tasks or activities available to the user. SAMS utilizes a list-type of menu. A list menu displays two or more options or selections available from the menu (depending upon the user authorization profile).

Selecting one of the options on a menu displays either displays:

- A submenu to make an additional selection
- A screen to search for, add, update, or delete property-related data stored in the SAMS database
- An error message, if the user is not authorized to access the selected option

### *Menu Hierarchy*

The SAMS set of menus are presented in a hierarchical manner (highest level to lowest level). Figure 1-16 illustrates the different levels of menus available in SAMS and the various navigation paths through the hierarchical menu structure based on the options selected. On the SAMS Menu Hierarchy graphic:

- Each box represents a SAMS menu.
- The title of the box identifies the menu name.
- The acronym in parenthesis following the title identifies the unique screen identifier assigned to the menu.
- An asterisk (\*) and red shading within the box denotes that this is the lowest level menu (root menu) on the path. Selecting an option from this menu displays a data or query type screen.
- The text below the dividing line on a box indicates the SAMS User's Guide chapter that provides detailed information about the menu and its options.
- indicates that selecting an option from the menu may lead to one or more submenus.
- Text on the connecting lines for the boxes represent the option selected to access the menu

The very top box represents the SAMS Main Menu (LMNM) which is the first menu displayed after successfully logging onto SAMS and encountering the SAMS Sign-On Screen. Refer to the **SAMS Main Menu (LMNM) Options** section for a detailed description of the menus available through the Main Menu (LMNM) and instructions on selecting the menu options.

## SAMS User's Guide, Ver. 7.5



**Figure 1-16 SAMS Menu Hierarchy**

**Menu Layout** The SAMS menu screens, as illustrated in Figure 1-17, contain twenty-five (25) lines. Each screen has a title area (at the top of the screen), a work area (in the middle portion of the screen), and a status and function area (at the bottom of the screen).

<b>Title Area</b>	The lines at the top of the screen display the SAMS system title, current system date, the screen identifier label (QSNON), unique screen title (SAMS Sign-on Screen), and the current system time.
<b>Work Area</b>	The lines in the middle portion (or work area) of the screen display the selection instruction text, screen title column name, and the list of available selections for the screen.
<b>Status Area</b>	The lines at the bottom of the screen display SAMS status and error messages; the available function keys for the screen; and any system and network information, status, or error messages.

**Title Area:** Displays the menu name (i.e., SAMS Main Menu) and the screen ID (LMNM)

**Work Area:** Lists the menu selections available.

**Status Area:** Shows the available function keys and user instructions.

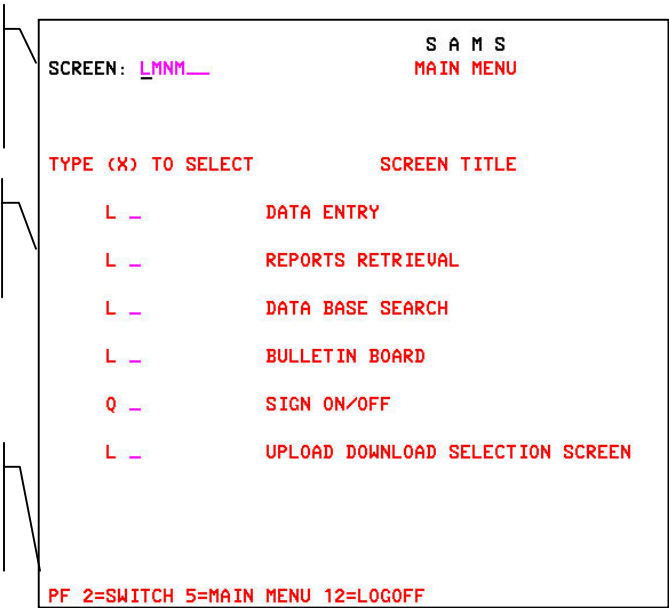


Figure 1-17 Standard SAMS Menu Screen Layout



### *Menu Options*

The SAMS Main Menu (LMNM) is the primary menu for the system. As illustrated in Figure 1-17, the Main Menu (LMNM) displays six processing choices or options:

- Data Entry
- Reports Retrieval
- Data Base Search
- Bulletin Board
- Sign-On/Off
- Upload/Download Selection Screen

There are additional submenu options beneath each of these main menu options. This section covers the SAMS Main Menu (LMNM) and briefly describes its options and their corresponding submenu options.

### *Data-related Screen Types*

Data screens allow the user to enter data to create new records, modify existing records, or flag records for deletion. The data are validated by the system before being placed in the SAMS database.

Successful use of SAMS involves moving the property through the case management and accounting processes by accurate entry of HUD Single-Family property data onto the system, editing it as needed, and retrieving and displaying case information. The SAMS data-related screens are the tools used to accomplish these tasks. Data-related screens allow the user to capture, store, update, search for, retrieve, and display data. The data-related screen types are:

- Query/search screens
- Data entry/update/delete screens
- Look-up/help screens

#### **Note**

To select a particular screen using the Expert mode, follow the steps defined in the **SAMS Expert Mode** section.

## 1.3 - Using SAMS (continued)

### **Data Screen Layout**

The SAMS data-related screens, as illustrated in Figure 1-18, contain twenty-five (25) lines that are available for the display of the SAMS data. Each of the twenty-five (25) lines on the data screens have been assigned to display specific types of information. Some information appears on all screens. This repeating information has been placed in the same area on every data-related screen to quickly and easily facilitate its use.

<b>Title Area</b>	The first three (3) lines on the screen display the SAMS system title, current date (in MM/DD/YY format), screen identifier label, mode indicator, selection field, unique screen title, and time stamp (in HH:MM:SS EST format).
<b>Work Area</b>	The nineteen (19) lines in the middle of the screen are divided into: <ul style="list-style-type: none"><li>• <b>Key lines</b> (lines 4 and 5) which display parameter or selection fields used to retrieve or display user specified data.</li><li>• <b>Data fields</b> which display on lines 6 through 25 for viewing, adding, or modifying records.</li></ul>
<b>Status Area</b>	The three (3) lines at the bottom of the screen display SAMS status and error messages, the available function keys, and any system and network information, status, or error messages.

The diagram illustrates a terminal screen layout for the SAMS system. The screen is divided into several sections, each labeled with a function or area:

- Modify Mode:** Indicated by a label pointing to the top of the screen.
- Key Line:** Points to the line containing 'SCREEN: MCMC1\_'. Below this, the title 'SAMS' and 'CMC1 CASE DEFINITION MODIFY' are displayed.
- Look-up Table available:** Points to the section containing various data fields such as 'NEXT CASE NUMBER:', '\*HUD OFFICE CODE:', 'CASE #:', '\*SOA:', 'NOTIFCN DATE:', '27011 REC', 'ENDORSEMENT DATE', 'DEED FILED DATE:', 'ACQ. DATE', 'MRTGEE #:', '0 LOAN NUM:', 'ORIG MRT', '\*FEE STATUS CODE:', 'DAMAGED:', 'AMOUNT:', '\*ACQ TYPE', 'MORTGAGOR NAME:', 'STREET NUM:', 'DIR PREF:', 'STREET NAME:', 'UNIT:', 'CITY:', 'COUNTY CODE:', '\*STATE', 'ZIP CODE:', '+4:', '\*REALTY SPECIALIST:', 'SUBDIVISION:', 'LOT:', 'BLOCK:', 'PLAT:', '\*RESIDENTIAL AREA CODE:', 'REVITALIZATION AREA:', 'KEY MAP:', 'NUMBER OF UNITS:', 'NUMBER OF OCCUPIED UNITS:', '\*PM CO NUM:', '\*PROP MGR NAID:', 'PM ASSIGNE', 'NAME', '\*APPRaiser NAID:', 'DATE ASSIGNED TO APPRAISER:', 'NAME', 'GOTO REMARKS: \_', 'CASE HUD OFFICE PREFIX IS REQUIRED', and 'PF 1=HELP 2=SWITCH 4=PREV MENU 5=MAIN MENU 9=CLEAR'.
- Data Entry Field:** Points to the section containing the data fields.
- User Prompt:** Points to the bottom of the screen.

Figure 1-18 Sample Data Screen Layout

## 1.3 - Using SAMS (continued)

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### ***Query/Search Screens***

Query or Search screens allow the user to enter information or make a selection from the list presented on the screen to locate and view specific records. These screens also permit the user to review data (without modification) that are stored in the SAMS database. Use a:

- **Query** screen to locate information about a specific property, transmittal, contract, message, or a list of property-related information. For instance, search for a specific property using its uniquely-assigned case number or search for an invoice transmittal using its unique transmittal identification number.
- **Search** screen to display a list or set of information. For instance, enter search criteria to display a list of property managers in offices that begin with the letter *M*.

### ***Data Entry/Update/Delete Screens***

Data screens allow the user to enter data to create new records, modify existing records, or flag records for deletion. The data are validated by the system before being posted or stored in the SAMS database. The data fields display in the Work Area of the Data Entry, Update, or Delete screens.

### ***Look-up/Help Screens***

Look-up screens allow the user to view a list of valid codes or values available for a specific field. A brief description or explanation is included for each code. This helps the user to make the appropriate selection in the data entry field.

Help screens provide additional information to assist the user in completing the process or activity on the active screen. The information displayed depends upon the location of the cursor at the time the Help key <F1> is pressed. Refer to **Section 1.4 - Getting Assistance**, for a detailed description of the SAMS Help features and an illustration of a typical SAMS Help screen.

#### **Note**

Help is not available for all screens and fields at this time.

### Using SAMS Function and Special Keys

SAMS provides function keys, special short-cut keys, key line entries, and GOTO routers to make moving around in SAMS and performing repetitive actions easy and quick. The Procedure Tables specify entries for key lines and indicate which fields have look-up screens.

#### *SAMS Function Keys*

Specially programmed function keys in SAMS provide an alternative navigation method or a shortcut for performing frequent, repetitive actions. The function key is listed in the Status Area of the SAMS screen (on line 24) when the key is available from that screen. Table 1-2 lists the SAMS function keys with a brief description of each key's functionality.

**Table 1-2 SAMS Function Keys**

Key	Function <sup>1</sup>
<F1> <b>Help</b>	The <b>Help</b> key displays the related Help screen which contains a definition of a screen or data field depending on the placement of the cursor when the <F1> key is pressed.
<F2> <b>Select/Switch</b>	The <b>Select</b> key retrieves and then displays data based on selection criteria entered on the key line area. The <b>Switch</b> key switches to a new screen when the user types a new Screen ID in the <u>Screen</u> prompt and presses the <F2> key.
<F3> <b>Cancel</b>	The <b>Cancel</b> key returns the user to the original screen from which the current screen was invoked or requested.
<F4> <b>PrevMenu</b>	The <b>PrevMenu</b> key returns the user to the last menu displayed.
<F5> <b>Main Menu</b>	The <b>Main Menu</b> key returns the user to the SAMS Main Menu (LMNM).
<F6>	This key is inactive.
<F7> <b>Bkwd</b>	The <b>Bkwd</b> key enables the user to page backward through data associated with the screen currently displayed.
<F8> <b>Frwd</b>	The <b>Frwd</b> key enables the user to page forward through data associated with the screen currently displayed.
<F9> <b>Clear</b>	The <b>Clear</b> key removes data entered on the screen if that data has not been saved or committed to the SAMS database.
<F10>	This key is inactive.
<F11> <b>Next x</b>	The <b>Next x</b> key displays a new, blank screen.
<F12> <b>Logoff</b>	The <b>Logoff</b> key signs or logs the user out of SAMS. This may only be used from the Main Menu (LMNM).

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<sup>1</sup> The action of the function key may vary depending upon the screen from which it is invoked. The key function is listed with the function key name.

## 1.3 - Using SAMS (continued)

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### *SAMS Special Keys*

Special keys are similar to SAMS function keys. They provide SAMS users a shortcut for performing a repetitive action. Special keys are pre-programmed keys found on most keyboards. Unlike SAMS function keys, the special keys are not listed on line 24 in the Status Area of the screen. The SAMS special keys are defined in Table 1-3.

**Table 1-3 SAMS Special Keys**

<b>Key</b>	<b>Special Action</b>
<ESC> Cancel Unlock	Press the <ESC> key to Cancel the last action performed or key pressed. This key is most useful for unlocking the keyboard when the <INSERT> key is inadvertently pressed.
<TAB>	Press the <TAB> key to move the cursor on the screen to the next data field or element that the user is authorized to update or modify.
<ENTER>	<p>Press the &lt;ENTER&gt; key to apply the specified edit criteria to all data entered on the screen by the user since the last time the &lt;ENTER&gt; key was pressed. SAMS verifies the data and:</p> <p>If the data are acceptable when compared to the edit criteria, SAMS accepts, commits, or saves the data entered to the SAMS database and, when appropriate, the system generates and posts the appropriate accounting journal entries</p> <p>If the data are not acceptable when compared to the edit criteria, SAMS displays the relevant error message in the Status Area of the screen</p> <p>When all errors have been corrected and all of the data entered have been saved to the SAMS database, the system displays the successful completion message in the Status Area of the screen (in most instances) and prompts the user to press the &lt;ENTER&gt; key again to clear this message before continuing to enter data.</p>
<ARROW>	Press an <ARROW> key (left, right, up, down) to place the cursor (based on the direction of the arrow key pressed) next to a specific character of a data field or element displayed on a screen or next to a special selection or option on a menu or list.
<BACKSPACE>	Press the <BACKSPACE> key to move the cursor backward and delete a character in a data field or element displayed on a screen that allows data entry or modification.

**Table 1-3 SAMS Special Keys, continued**

Key	Special Action
<HOME>	Press the <HOME> key to return the cursor to the <u>Screen</u> field. This feature is very handy when changing to a different screen using the expert navigation mode.
<PRINT SCREEN>	Press the <PRINT SCREEN> key to send an image of the current screen to the default printer. This feature is handy for sharing data about a property or accounting transaction with others.
<ALT> + <H>	Hold down the <ALT> key and press <H> to retrieve the Access Function Key Layout Help screen (a character or keyboard map) which identifies key combinations including function keys <F13> through <F30>.
<CTRL> + <DELETE> <CTRL> + <END>	Hold down the <CTRL> key and press either the <DELETE> key or the <END> key to clear the data field of all characters from the right of the cursor to the end of the field (EOF).
<CTRL> + <HOME>	Hold down the <CTRL> key and press the <HOME> key to clear the entire screen.
<SHIFT> + <TAB>	Hold down the <SHIFT> key and press the <TAB> key to return the cursor to the previous data field that the user is authorized to update.

**Note**

Under the new Windows configuration or set-up, the user must hold down the <ALT> key and press the <F2> function key to get a screen image to print.

Under the old (non-Windows) terminal or personal computer configurations or set-ups, the user must hold down the <ALT> key, press the <F2> function key, and then immediately press the <ENTER> key to get a screen image to print.

---

### **SAMS Key Lines**

Line 3 and Line 4 (the first two lines in the Work Area) on most data-related screens are reserved for a feature commonly referred to as a Key Line. The key line consists of one or more data fields or elements that:

- Must be entered
- Are used by the system to assist in the identification, location, retrieval and subsequent presentation of the data on the screen that is currently displayed

Key identifiers (such as the HUD office, NAID, case number) are needed to locate records in SAMS. The key identifier is specified in the key line section of most data-related screens.

Follow these steps to look up data using the key line:

**Step 1** Select a data-related screen to display the desired information

**Step 2** Enter the required key identifiers in the key line section of the screen.

**Step 3** Press the <ENTER> or <F2> key.

**Step 4** SAMS populates the screen with the information related to the case, transmittal, NAID, etc. specified.

The most commonly required fields in the key line section of the screen include: case number, transmittal number, and NAID. If the current action mode is other than *Add* (i.e., the screen ID begins with any letter other than *A*), at least one data field is required prior to pressing the <F2> function key before the system can locate, retrieve, and display the desired data.

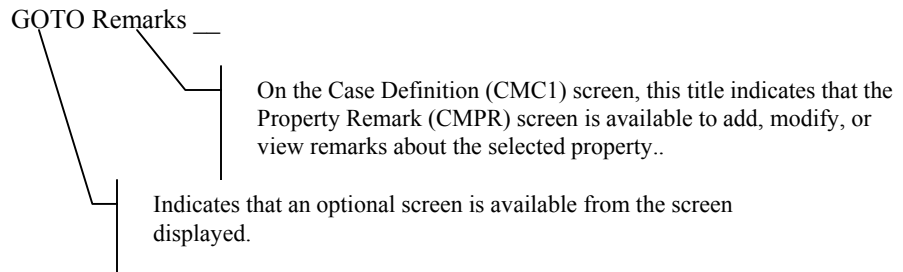
If more than one data field or element is listed on lines 4 and 5 of the Work Area, the additional data fields may or may not be required. On a color monitor, most required data fields are identified with red dotted underlining in the area where the key line data is entered. (Refer to the **SAMS Screen Colors** section for more information.)

#### **Note**

Users without a color monitor should enter any key line data available. If more data are required before the retrieval can commence, the system displays a message in the Status Area of the screen identifying the data that must be entered on the key line before the system can successfully retrieve the data desired.

### SAMS GOTO Routers

The GOTO Router identifies an area that allows the user to jump or move to another closely related screen to review or enter data. The **GOTO** portion of the label signifies that the data field is a router. The rest of the label is an abbreviation that identifies the purpose of the action or screen that may be accessed before continuing with the review or data entry on the screen currently displayed.



Follow these steps to initiate a GOTO Router:

- Step 1** Enter an *X* in the underlined data field that appears after the text that is labeled GOTO *n* (where *n* represents the abbreviation that identifies the action or screen to access)
- Step 2** Press the <ENTER> key.
- Step 3** The system displays the screen that corresponds to the *n* portion of the GOTO Router label.

For example:

- Entering an *X* after the GOTO Remarks router on the Case Management (CMC1) screen moves the user from the currently displayed CMC1 screen to the Property Remarks (CMPR) Screen.
- Entering an *X* after the GOTO Tax Bills router on the Tax Transmittal (TXTR) screen moves the user from the currently displayed TXTR screen to the Tax Bill (TXBL) screen.

If there is more than one GOTO router listed on a screen, only one router may be selected at a time. The user must commit the addition or modification of data entered on the screen before attempting to go to another screen. Attempting to enter an *X* next to a router without first committing the data to the SAMS database (e.g., pressing the <ENTER> key) may result in the loss of the data entered. Most of the screens displayed using a GOTO router are available from a menu. However, there are some screens that can only be accessed using the GOTO router feature or the expert mode. (Refer to the **SAMS Expert Mode** for more information.)

For example, the Repairs Required (CMRP) screen does not appear on a SAMS menu and may only be accessed via a GOTO router on the Case Disposition (CMC3) screen or by using the expert mode.

---



### **SAMS Expert Mode**

There are two ways to navigate through SAMS. The first method, selecting menu options to move through the menu structure, is always an accurate way to arrive at the desired screen in the available action mode chosen. There is a second way to navigate throughout SAMS using the Screen Identifier or Screen ID. This is known as the Expert Mode.

Each SAMS menu and data-related screen has been assigned a unique identifier, referred to as the Screen ID. This screen identifier is located in the left-hand corner on the second line in the Title area of every SAMS menu and data-related screen. The purpose of this screen identifier is to:

- Uniquely identify a specific menu or screen within SAMS (this is helpful when requesting assistance from the SAMS Help Desk)
- Provide a method to navigate quickly (referred to as the expert mode) to a specific menu or screen within SAMS, without having to traverse or use the hierarchical SAMS menu structure (referred to as the novice mode) to select the desired menu or screen to be displayed.

Follow these steps to select a screen using the expert mode:

- Step 1** Enter the unique Screen ID for the desired screen in the Screen data field on line 2 of any screen.
- Step 2** Press the <F2> key.
- Step 3** SAMS displays the desired menu or screen without going through the normal SAMS menu structure.

### *Screen ID Structure*

Each Screen ID follows the same basic structure. The Screen ID consists of:

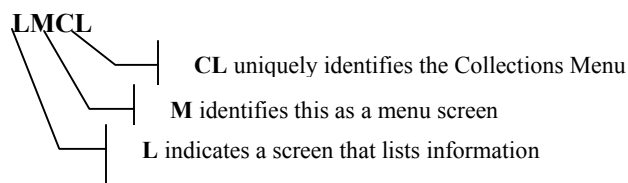
- Four (4) characters for most menus
- Five (5) characters for data-related screens

### *Menu IDs*

The standard structure for menu IDs is:

- The first character indicates that it is a list screen
- The second character indicates that it is a menu screen
- The last two (2) characters uniquely identify the specific menu, and in most cases reflect the functional area involved

Example:



Entering **LMCL** in the Screen data field on any SAMS menu or screen and pressing <F2>, always displays the SAMS Collections Menu (LMCL).

## 1.3 - Using SAMS (continued)

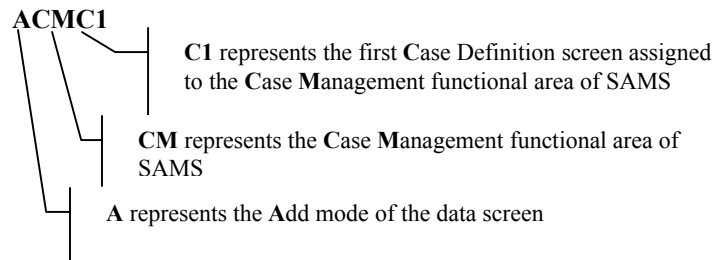
---

### **Data Screen IDs**

For data-related screens, the standard structure created to assist locating the screens that will be used most frequently is:

- The first character of a Screen ID identifies the mode
- The second and third characters indicate the SAMS functional area or subsystem that the screen is assigned
- The fourth and fifth characters identify the screen you have accessed

Example:



Entering **ACMC1** in the Screen data field on any SAMS menu or screen and pressing <F2> displays the Case Definition Add (CMC1) screen in the add mode.

The SAMS user profile determines the modes available to each user. Combining the short names of data screens with their valid action modes allows the user to navigate through the system as described in the Procedure Tables. The valid SAMS action modes available when selecting an option from a menu are:

<b>A</b>	Add
<b>C</b>	Change or Copy (depending on the screen)
<b>D</b>	Delete
<b>E</b>	Entity Change
<b>L</b>	List
<b>M</b>	Modify
<b>N</b>	Special Mode
<b>P</b>	Post or Pay or Query (depending on type of screen)

#### **Note**

For Headquarters personnel, the search screens (LSC1, LSC2, LSC3, LSC4, etc.) must be used in **P** mode.

<b>Q</b>	Query
<b>R</b>	Review/Approve or Reversal (depending on the screen)
<b>S</b>	Summary Maintenance
<b>T</b>	Terminate
<b>U</b>	Update or Undo

### SAMS Screen Colors

The correct presentation of data and information on screens is very important to quickly convey the meaning and purpose of data displayed on a screen. Unique colors have been selected to represent the different types of data or information that is displayed on a SAMS screen. The color schemes defined for displaying SAMS information are described in Table 1-4.

#### Note

The SAMS screen color schemes are defined for monochrome monitors and color monitors that use the standard Windows default settings. If the colors do not display online as described here, check the settings for the individual monitor to be certain that the Windows default settings are selected.

**Table 1-4 SAMS Screen Colors**

Color Monitor	Monochrome Monitor	Identifies
PLAIN WHITE type on BLUE background <b>FIELD NAME</b>	PLAIN WHITE type on GRAY background <b>FIELD NAME</b>	<ol style="list-style-type: none"><li>1. View only data fields (i.e., text cannot be modified)</li><li>2. A list of the valid codes, values, or options available for the user to select (text cannot be modified)</li></ol>
BOLD WHITE type on BLUE background <b>FIELD NAME</b>	BOLD WHITE type on GRAY background <b>FIELD NAME</b>	Data fields that require data entry by the user prior to updating the SAMS database and accessing another screen
GREEN DOTTED underlining on BLUE background <u>FIELD NAME</u>	WHITE DOTTED underlining on GRAY background <u>FIELD NAME</u>	Data fields available for data entry by the user
RED underlining/type on BLUE background <b><u>FIELD NAME</u></b>	BOLD WHITE underlining/type on GRAY background <b><u>FIELD NAME</u></b>	<ol style="list-style-type: none"><li>1. Data fields on a key line that require data entry by the user prior to performing a search and retrieval of data in the SAMS database</li><li>2. An error message that provides information about the type of error and the corrective action required</li></ol>



## 1.4 Getting Assistance

### Options

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SAMS is a large, dynamic, and complex system. This document provides basic information about SAMS and defines the steps required to successfully use the system. In addition, HUD has instituted several tools and communication procedures to further assist users with SAMS. An overview of these aids is in the following sections:

- **SAMS Help Desk**
- **SAMS Bulletin Board**
- **M&M**
- **Look-up Screen**
- **Help Screens**
- **SAMS Web**
- **SAMS Release Abridged Notes**

### SAMS Help Desk

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The SAMS Help Desk is available to personally assist users with SAMS questions. Many users learn better when a concept is explained verbally, rather than documented in a user guide. Sometimes a user experiences a problem that requires a swift resolution, or needs a report containing information that is not already captured in one of the standard NOMAD reports. The SAMS Help Desk provides support in all of these situations and more.

The SAMS Help Desk serves as a reference for all SAMS matters. The Help Desk Specialists are available to assist users who encounter difficulty using SAMS, answer questions about system changes, add profiles for newly approved system users, run ad hoc reports on National and HOC Area case management data, and answer any other questions regarding SAMS. If the Help Desk Specialists can not provide an immediate answer to a question, the Specialist knows whom to contact to have the matter resolved. The Help Desk works with SAMS Developers, Test Engineers, Contractors, and HUD points-of-contact.

Help Desk Specialists are available Monday through Friday, 8:00 a.m. to 6:00 p.m. EST. The SAMS Help Desk telephone number is (202) 755-2830.

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### **SAMS Bulletin Board**

Messages about system downtimes, key system changes, new process steps, and other alerts are posted on the SAMS Bulletin Board. HUD Management directs the content and timing of the messages and allows:

- All authorized SAMS users to read existing HUD bulletin board messages (using the query mode)
- Authorized SAMS Help Desk personnel to create new or modify existing bulletin board messages (using the summary mode)

#### **Note**

Directions for maintaining bulletin board messages can be found in the *SAMS Help Desk Procedures* document.

A message displays on the SAMS Main Menu (LMNM) indicating that new messages have been posted. The user should check the Bulletin Board at least twice a day to view any new messages posted, since messages may be posted at various times through-out the day and can effect processing with the next sign-on to SAMS. Checking the Bulletin Board at the beginning and then at end of the day keeps the user abreast of any immediate issues that need attention.

### *Access the SAMS Bulletin Board*

To access the SAMS Bulletin Board messages either:

- From the SAMS Sign On (QSNON) screen, screen, illustrated in Figure 1-6, press the <ENTER> key without entering anything in the Type (X) for SAMS Main Menu field
- From the SAMS Main Menu (LMNM) screen, illustrated in Figure 1-8, select the *Bulletin Board* option and press the <ENTER> key to display the Bulletin Board Menu (LBMN), illustrated in Figure 1-19

SCREEN: LBMN__	S A M S BULLETIN BOARD MENU	04/02/01 10:37:38 EST
TYPE (X) TO SELECT      SCREEN TITLE		
Q _	EBHD READ HUD BULLETIN BOARD MESSAGES	
S _	EBHD CREATE/MODIFY HUD BULLETIN BOARD MESSAGES	
PF 2=SWITCH 4=PREV MENU 5=MAIN MENU		

**Figure 1-19 SAMS Bulletin Board Menu (LBMN) Screen**

### *Bulletin Board Options*

The options available from the Bulletin Board Menu (LBMN) screen are:

- To **locate (query)** a message, enter an *X* in the selection field for the *Read HUD Bulletin Board Messages* option and press the <ENTER> key.
- To **add, modify, or delete** a message, enter an *X* in the selection field for the *Create/Modify Bulletin Board Messages* option and press the <ENTER> key

## 1.4 - Getting Assistance (continued)

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*View a Message* Follow these steps to select an existing message to review:

**Step 1** In *query* mode, enter an *X* underneath the Opt column and next to the desired message header line on the HUD Bulletin Board (BBHD) screen, illustrated in Figure 1-20.

**Step 2** Press the <ENTER> key.

SCREEN: QBBHD_		S A M S	12/31/03
		BBHD HUD BULLETIN BOARD QUERY	14:52:19 EST
NEXT MESSAGE NUMBER: 487			
MSG OPT	NUM	MESSAGE TITLE	NOTIFY DATE
			PURGE DATE
-	519	TEST ENTRY	12/03/03 12/31/03
-	518	RE-TEST FOR SN 3169	12/30/03 12/31/03
-	517	TEST FOR SN 3169	01/04/04 01/31/04
-	516	ABRIDGED RELEASE NOTES AVAILABLE FOR RELEASE 5.3.6	12/11/03 12/31/03
-	515	SYSTEM AVAILABILITY ON VETERANS DAY - NOV.11, 2003	12/31/03
-	514	ABRIDGED RELEASE NOTES AVAILABLE FOR RELEASE 5.3.4	12/31/03
-	513	SEPTEMBER 2003 PM BILLS TO BE AVAILABLE 10/4/2003	12/31/03
-	512	SEPTEMBER 2003 PM BILLS TO BE AVAILABLE EARLIER	12/31/03
-	510	SAMS HELPDESK CLOSED 9/18 DUE TO INCLEMENT WEATHER	11/15/03
-	506	SYSTEM AVAILABILITY ON LABOR DAY - SEPT. 1, 2003	12/31/03
-	498	MODIFIED SAMS-1100 SCREEN	12/31/03
-	490	NEW SAMS-1100 SCREEN	12/31/03
-	489	IRS FORM 1099-MISC PROCESSING FOR TAX YEAR 2002	12/31/03
PLEASE PRESS ENTER OR FRWD PF TO CONTINUE BROWSING.			
PF 1=HELP 2=SWITCH 4=PREV MENU 5=MAIN MENU 7=BKWD 8=FRWD 9=CLEAR			

Figure 1-20 HUD Bulletin Board Query (QBBHD) Screen



## 1.4 - Getting Assistance (continued)

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*View a Message*  
(continued)

**Step 3** The *query* mode of the Bulletin Board Text (BBDT) screen, illustrated in Figure 1-21, displays with the complete text of the bulletin board message.

```

                                S A M S                                04/04/01
SCREEN: QBBDT_      BBDT HUD BULLETIN BOARD TEXT QUERY      11:22:48 ES

NEXT MESSAGE NUMBER: 459 NEXT LINE NUMBER: 14

MESSAGE TITLE: REISSUING VOID CHECKS

OPT   LINE      MSG TEXT
  01      TO REISSUE A CHECK, MOVE THE TRANSMITTAL TO OPEN (OP)
  02      STATUS, MAKE ANY NECESSARY CORRECTIONS (SUCH AS ENTERING
  03      ADDITIONAL PENALTIES), AND PROMOTE THE TRANSMITTAL STATUS
  04      THROUGH THE VARIOUS LEVELS.
  05
  06      IF YOUR CORRECTIONS DO NOT CHANGE THE TRANSMITTAL'S DOLLAR
  07      TOTAL AND THE TRANSMITTAL IS LESS THAN 3 MONTHS OLD, CONTACT
  08      THE SOZA HELP DESK TO INFORM THEM OF THE REPAYMENT.
  09
  10      TRANSMITTALS OVER 3 MONTHS OLD OR TRANSMITTALS WITH DOLLAR
  11      TOTAL CHANGES MUST BE RE-CERTIFIED AND SENT TO SOZA. NOTE:
  12      TRANSMITTALS OVER 3 MONTHS OLD MUST BE RE-CERTIFIED BECAUSE
  13      SOZA SENDS THESE RECORDS TO STORAGE AFTER THAT TIME.

PLEASE PRESS ENTER OR FROWD PF TO CONTINUE BROWSING.
PF 1=HELP 2=SWITCH 3=TITLES 4=PREV MENU 5=MAIN MENU 7=BKWD 8=FROWD 9=CLEAR
```

**Figure 1-21 HUD Bulletin Board Text Query (QBBDT) Screen**

**Step 4** If the text for the message is more than thirteen (13) lines, use the <F7> and <F8> keys to move backward or forward through the text screen by screen.

**Step 5** Press the <F3> function key to return to the Bulletin Board (QBBHD) screen to select another message to review.

### **M&M Reporting Facility**

For HOC and M&M Contractor personnel, HUD maintains the M&M Reporting Facility to provide users with comprehensive case data on a daily basis. Every day, an extract of case data from the SAMS mainframe is copied to the windows-based M&M Server, gathered into report format, and sorted into appropriate HOC Area categories. The extract is taken after the close of business. For example, an inventory status file generated on the morning of the 20th of the month reflects transactions made through the close of business on the 19th of the month.

One of the reports on the server, the Inventory Status File, contains the following types of information:

- The case number, M&M contractor, and HOC area
- The property address, city, state, and zip code
- The current fee status (a method for distinguishing vacant properties vs. custodial properties, leased properties, etc.), the current step and the step date
- The disposition program, and the "as-is" and "as-repaired" appraised values

Reports are generated which reflect comprehensive information about daily inventory status, including an aged inventory report showing cases that have been open more than 180 days since their first list date.

Using FTP software to connect to the M&M Server, users access and download data for their HOC Area, retaining the information in Microsoft Excel or Microsoft Access databases. Access to the M&M Server data requires a sign-on name and password. For instructions on using the FTP software to connect to the M&M Server or obtaining M&M Server sign-on information, contact the responsible personnel established in each of the HOC Area Offices.

#### **Note**

Detailed instructions for accessing M&M Server files is available from the SAMS Help Desk, the M&M Server Team, the *Web-Based Secure File Transfer System User Guide*, and the *Web-Enabled M&M Reporting User's Guide*.

### Look-up Screen

Several fields on SAMS screens require entry of specific codes or information. An asterisk (\*) beside a data entry field, as illustrated in Figure 1-18 indicates that a Look-up screen is available for that field to aid the user in entering the appropriate code or information. The Look-up screen displays a list of codes or other information that may be selected for that field.

#### Note

Instructions for accessing the Look-up table from the specific fields are provided in the Procedure Tables for each screen.

To access the Look-up screen for a data entry field marked with an asterisk (\*):

- Step 1** Enter a question mark (?) in the first position in the data entry field and press the <ENTER> key.
- Step 2** The Look-up screen displays a list of all the acceptable choices (values) for that field. For code entries, a brief explanation of each code displays beside the associated code.
- Step 3** Place an X in the selection field beside the desired value for the field and press the <ENTER> key.
- Step 4** SAMS re-displays the original screen with the selected value displayed in the field.

### Help Screens

In addition to Look-up tables, SAMS provides some context sensitive Help screens. The Help screens are cursor sensitive. This means that SAMS displays a Help screen specific to the position of the cursor when the <F1> Help key is pressed. These Help screens provide additional information on a field or screen. Depending upon the position of the cursor when the <F1> Help key is pressed (i.e., in a data field, in the Screen field at the top left-hand corner of the screen) the information displayed on the Help screen may include:

- A brief explanation of the purpose of the screen
- Tips for completing the data entry on a field
- Cautions regarding the interactions between entries on that screen and other processes within SAMS
- Suggestions for locating data entry information on specific source documents
- Details to assist the user in completing a task or activity

#### Note

Help is not available for all SAMS screens or fields. If there is no help available for a field, a message displays to that effect.

### **Help Screens** (continued)

To access the SAMS Help screen for a particular screen or field on the screen:

**Step 1** Place the cursor either:

- In the Screen field at the top left-hand corner of the screen for general information about the screen
- In a field on the screen for specific information for that field

**Step 2** Press the <F1> key.

**Step 3** The SAMS Help screen displays.

**Step 4** After viewing the information on the Help screen, press the <ENTER> key to return to the previous screen.

#### **Note**

The Help screen feature of SAMS is not completed.

### **SAMS Web**

The SAMS web page provides access to a variety of SAMS information for users with access to the HUD intranet. Links on the page include:

- **General Information** - This link allows the user to view simple instructions for obtaining secured access to SAMS, signing onto SAMS, or implementing SAMS data fixes. In addition, users can view SAMS availability information, a graphic depiction of the SAMS interfaces with a brief description of each interface, and the SAMS Processing Calendar.
- **Documentation** - This link allows the user to print or view on-line the complete *SAMS User's Guide*, a list of HUD Office IDs with associated case number prefixes, and a list of frequently used accounting codes.
- **Reports** - This link allows the user to view brief descriptions of the most commonly used SAMS standard reports and provides direct access to the *SAMS Report Training Manual* used in conjunction with NOMAD report training and the monthly *Unreconciled Sales Report*.
- **SAMS HOC Area** - This link allows the user to view the latest Management and Marketing Contractor Geographic Jurisdictions map in color with notations of the HUD Office IDs and associated case number prefixes within each region.
- **SAMS Abridged Release Notes** - This link allows users to view the full text of the most current SAMS Release Abridges Notes and prior SAMS Release Abridged Notes (by release number) through December of 2002.
- **SAMS Help Desk Services** - This link displays the SAMS Help Desk hours of operation, telephone contact number, and email address, as well as quick tips for completing a variety of SAMS tasks.
- **M&M Server** - This link allows access to the Web-enabled M&M Reporting Facility and the user's manuals for the Secure FTP Site and the Web-Enabled M&M Reporting Facility.

To open the SAMS web page either:

- Select the Systems link from the [HUD@WORK](#) page and click on Samsweb.
- Enter the URL <http://hudweb.hud.gov/po/h/hs/samsweb/samsmenu.htm> and press the [Go] button or the <ENTER> key.

#### **Note**

The SAMS web page is best viewed using Internet Explorer.

### **SAMS Release Abridged Notes**

SAMS is continuously being upgraded, modified, and improved through a series of software releases. Whenever there is a SAMS release, Release Notes are generated for the SAMS users. These documents outline new features and changes to the system and highlight impacts to basic user processes.

To ensure that all users receive news of the system changes, the Release Abridged Notes are emailed to designated points-of-contact (POCs) at HUD Headquarters, HOCs, M&M Contractor offices, loaded on the M&M server with a message on the SAMS Bulletin Board, and posted on the SAMS web page. These POCs are asked to distribute the Release Abridged Notes to all SAMS users in their organization to alert them to the changes. By instituting this communication procedure, HUD ensures that users are made aware of the changes to the system in a timely manner.

#### **Note**

Copies of the Abridged Release Notes are available on the SAMS web page: <http://hudweb.hud.gov/po/h/hs/samsweb/samsmenu.htm>.

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### **SAMS System Messages**

The three (3) types of messages displayed in the Status Area of the SAMS screens are:

- |                           |  |
|---------------------------|--|
| <b>Prompt Message</b>     | Prompt messages display on line 23 of the Status Area to advise users of selections currently available to the user or of the next action that the user is required to initiate (e.g., <i>Press Enter key to continue</i> ). |
| <b>Processing Message</b> | Processing messages display on line 23 and line 25 of the Status Area to advise users of the current action being performed by either the SAMS application or the network or other systems-related operations.               |
| <b>Error Message</b>      | Error messages display on line 23 and line 25 of the Status Area to notify users that an error has occurred. In most instances, the system notifies the user of the next action to take to resolve the error condition.      |

### Switch HOC Areas

Given the HOC and HOC Area (M&M) structure of SAMS data management, many users will have access to the data for more than one HOC Area (or field office). It is important to understand this concept, since the User ID must be associated with the appropriate field office in order for the user to perform tasks on the inventory for that office. The Field Office Security Maintenance Modify (MSMFO) screen, illustrated in Figure 1-22, is used for this purpose.

#### Note

The term HOC Area is used throughout SAMS. At times the HOC Area may be referred to as M&M Area or Field Office, depending upon data entry requirements.

The Field Office Security Maintenance Modify (MSMFO) screen lists all of the HOC Areas (and/or field offices) to which a user has access. The modify mode of this screen allows the user to switch from one HOC area (M&M) to another when necessary. This section discusses the process involved in switching from one HOC Area to another.

```

                                S A M S                04/06/01
SCREEN: MSMFO_          SMFO FIELD OFC SECURITY MAINT MODIFY  15:04:09 EST

LOGON ID:                C09933
CURRENT HOC AREA:        P1  PHILADELPHIA HOC AREA ONE
NEW HOC AREA:            _

SELECT NEW HOC AREA FROM LIST OF AVAILABLE AREAS.

AREA      NAME                AREA      NAME
P1  PHILADELPHIA HOC AREA ONE  P3  PHILADELPHIA HOC AREA THREE
P5  PHILADELPHIA HOC AREA FIVE

NO MORE HOC AREA USERS TO DISPLAY
PF 1=HELP 2=SWITCH 4=PREV MENU 5=MAIN MENU 7=BKWD 8=FRWD 9=CLEAR
```

**Figure 1-22 Field Ofc Security Maint Modify (SMFO) Screen**

### Switch HOC Areas (continued)

The SAMS User ID provides access to the inventories in one or more designated HOC Areas. Part of the preparation for performing a task in SAMS is checking the Sign-on (QSNON) screen, illustrated in Figure 1-6, to see which HOC Area is currently active. The Sign-on screen lists the HOC Areas the user is authorized to access and indicates which HOC Area is presently selected by the user.

#### Note

If a HOC Area ID is not included on the list on the Sign-on screen, the user does not have access authority for that area.

The user must access the HOC Area to which a property is assigned in order to process information about that property. Follow these steps to switch from one HOC Area to another:

- Step 1** Type *MSMFO* in the Screen field in the upper left hand corner of any screen and press the <F2> function key.
- Step 2** The Field Ofc Security Maintenance (SMFO) screen, illustrated in Figure 1-22, displays in the modify mode and lists the HOC areas available to the user.
- Step 3** Type the desired HOC Area ID in the New HOC Area field and press the <F2> function key.
- Step 4** SAMS refreshes the screen and the Current HOC Area field displays the HOC Area selected in step 3.

#### Note

If an attempt is made to retrieve information about a property from the wrong HOC Area, SAMS displays an error message stating: *CASE DOES NOT BELONG TO HOC AREA. AUTHORIZATION FAILED.*